

## **Reseller Billing and Cancellation Guide**

The purpose of this guide is to help make it clear on how to perform certain tasks and also reconcile the documents that you receive from the Cobweb Billing system.

Items that will be covered in this guide are:

- Reconciling the Monthly Invoice
  - A guide on understanding your monthly invoice
  - To help understand how to identify each line of your invoice against your customers
  - To reconcile all charges back to your Customers.
  
- A guide on how to Downgrade your customers services
  - Ensuring that unused services are not charged for
  
- A guide on how to Cancel your customers services in full
  - Ensuring all services correctly removed
  - Ensuring all billing is cancelled in full

## Table of Contents

Billing Guide.....	3
Understanding your Invoice.....	4
Reconciling Orders to you Invoice.....	7
Reconciling Your Monthly Invoice.....	10
Cancellations and Downgrades Guide .....	14
Downgrading your Customers' Services.....	15
Placing a Downgrade Order:.....	15
Provisioning Failed .....	20
Cancelling Your Customers Services .....	21
Cancelling Hosted Desktop .....	21
Cancelling Hyper V.....	25
Cancelling Web Hosting.....	31
Cancelling Blackberry Licences.....	37
Cancelling Global Relay.....	42
Cancelling SharePoint .....	48
Cancelling Lync Services .....	54
Cancelling Email Exchange Service.....	59
Cancelling Exchange Subscription.....	68
Cancelling Domains .....	72

## Billing Guide

- A guide on understanding your monthly invoice
- To help understand how to identify each line of your invoice against your customers
- To reconcile all charges back to your Customers.



## Understanding your Invoice

Each month we will send you an invoice via email to the Billing Contact Address that you have provided. The invoice will be sent on the same day of each month and look like the image below:

New Reseller **1**  
1 New Street  
Fareham  
Hampshire  
PO14 3DS

**COBWEB**  
We take care of IT

### Invoice

Invoice 001524 **2**  
Invoice Date: 19-Jul-2013 **3**  
Customer Account Number: 1013257 **4**  
PO Number: **5**  
Payment Due By: 26-Jul-2013 **6**

No	Description	Qty	UOM	Unit Price	Discount	Ext Price
1	Subscription #1018540: Exchange Professional 2013 Recurring from 27-Jun-2013 through 26-Jul-2013	10	Mailbox	3.29	0.00	32.90
2	Subscription #1015709: Exchange Outlook Client License Recurring from 27-Jun-2013 through 26-Jul-2013	10	Unit	1.49	0.00	14.90
3	Subscription #1015709: Exchange Resource Mailbox 2013 Recurring from 27-Jun-2013 through 26-Jul-2013.	2	Mailbox	1.49	0.98	2.00
4	Subscription #1018608: Exchange Professional 2013 Recurring from 04-Jul-2013 through 03-Aug-2013	7	Mailbox	3.29	0.00	23.03
5	Subscription #1018608: Exchange Outlook Client License Recurring from 04-Jul-2013 through 03-Aug-2013	3	Unit	1.49	0.00	4.47
6	Subscription #1018608: Exchange Outlook Client Licence Recurring (for 0.97 month(s))	2	Item	1.49	0.00	2.89
7	Silver Partner Recurring from 19-Jul-2013 through 18-Aug-2013 <b>7</b>	1	Item	50.00	0.00	50.00

**8** **9** **10** **11** **12**  
**13** VAT STD 20% £26.04  
**14** Order Total £156.23

#### Invoice payments

Please send all the remittances payable to 'Cobweb Solutions Ltd.' at the address given at the bottom of this invoice or by BACS to account number 00698210, Sort Code 30-92-08 at Lloyds Bank quoting your account number

#### Direct Debit payments

Payments collected through Direct Debit will be taken no earlier than 7 days from the above invoice date

#### Credit Card payments

Your Credit card will be debited on or shortly after the invoice date. Please do not send any credit card information to us via email.

#### Account Management (Control Panel)

You may log into the Control Panel at any time to view or edit your account and domain settings, view your billing history or add/change features of your account.

#### Customer Support

Hosted Services Customer Support is available 24\*7 via telephone on 0845 2239000 and via email on [support@cobwebsolutions.com](mailto:support@cobwebsolutions.com)

Please Note: During Core Hours, all Severity Code incidents will be responded to, however, during Non-Core Hours, only Severity 1 incidents should be logged by telephoning 0845 223 9000. Incidents or enquiries that are designated as Severity 2 or below shall be logged, but the resolution shall not commence until the next period of Core Hours.

Alternatively, please contact our Accounts Team by phone on 0845 2239000 or email [accounts@cobwebsolutions.com](mailto:accounts@cobwebsolutions.com), Monday to Friday 9am - 5:30pm.

Hosted Services, ~~Delme~~ 3, ~~Delme~~ Place, Cams Hall Estate, Fareham, Hampshire, PO16 8UX.

t: 0845 2239000 | e: [accounts@cobwebsolutions.com](mailto:accounts@cobwebsolutions.com) | w: [www.hostedservices.co.uk](http://www.hostedservices.co.uk) | cp: <https://controlpanel.hostedservices.com>

VAT No. 882251241. Registered in England No. 03283443

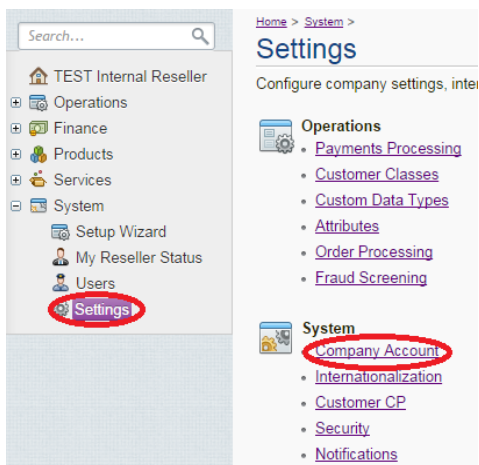
As you can see, the invoice states the Subscription Numbers for your Customers accounts rather than the customers' names themselves. The reason for this is that a customer may have multiple subscriptions and this way it is easier to identify the subscription in which the charges relate.

A guide of how to read your invoice is shown below (please refer to the picture above for each point):

1. Company Name and Address
  - a. If you need to update these, please send an email to [accounts@cobweb.com](mailto:accounts@cobweb.com)
2. Invoice Number
3. Invoice Date
4. Customer Account Number
5. Purchase Order Number
  - a. Should you require a Purchase Order number to be entered onto your invoices, please supply the details to us at [accounts@cobweb.com](mailto:accounts@cobweb.com)
  - b. This can also be entered through your Online Control Panel as detailed below.

**Please Note:** You can update the Account address and Purchase Order numbers through the Online Control Panel. When you are in the billing section of the control panel, you need to:

- In the shortcut tree, select System and Settings. Then chose Company Account as detailed below:



- The next available screen has the option to Edit the details on screen, or Configure Additional Settings which include your Purchase Order number

Home > System > Settings >

## Company Account

[Edit](#) [Configure Additional Settings](#)

**Account**

Company Name	TEST Internal Reseller
Account Currency	GBP Pound Sterling
Sales Currency	GBP Pound Sterling
Tax Registration ID	
Primary Language	en

6. Invoice Due Date
  - a. This is the date that your invoice falls due for payment. Direct Debit and Credit Card payments will be collected on this date.
7. Service Description
  - a. Your Invoice will state the Subscription ID followed by the Description of the product and the period of time the charge covers.
    - i. Some items may be setup fees and therefore will not cover a period of time
    - ii. The regular monthly charges will always state a date from and to. A full month charge would be charged from 10<sup>th</sup> through 9<sup>th</sup> for example.
    - iii. Any items which state a period i.e. (0.53 months), will relate to an order placed against your customer. You can check the invoice against the order generated by looking at the Orders Tab in your customers account and finding the relevant order which matches.
8. Quantity
  - a. This will refer to the amount of items that are available to use or have been purchased
  - b. Please note, billing is carried out on a Purchased Services basis rather than a Used Services Basis.
9. UOM – Unit of Measure
10. Unit Price
  - a. The Unit Price will always state the full price of the resource purchased. Any discounts will not affect the unit price
11. Discount
  - a. This discount is the total discount being applied to the line item.
12. Extended Price
  - a. This is the total of the charge which is calculated by multiplying the Quantity x Duration x Unit Price – Discount
13. VAT
  - a. Total of Value Added Tax applied to the invoice
14. Total
  - a. Total payment due for the invoice

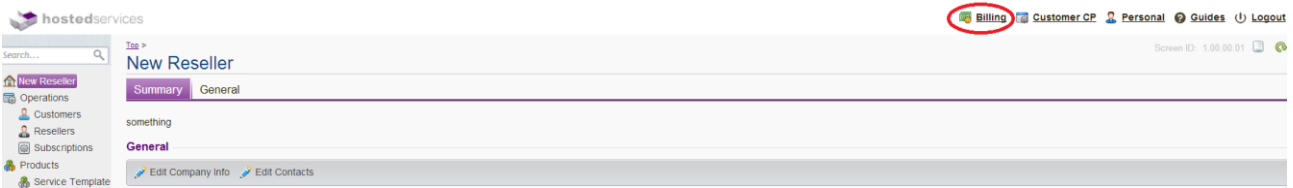
Please be aware that we bill for all services in advance, on a full month basis therefore if you downgrade a resource, we will continue to charge you until the end of the current period. When you see an item which is a credit on your invoice, there will also be a line stating Refund Adjustment and match the value of the refund.

## Reconciling Orders to you Invoice

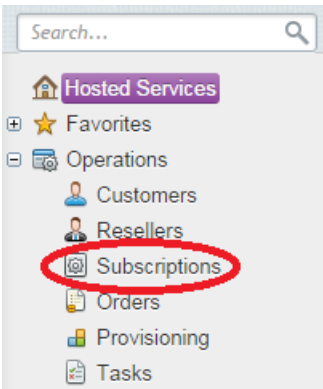
Each line on your invoice will relate to an order which has been generated under a customer's account in your Reseller panel. This may be for adding/removing an item or just the monthly charges for the services that have been purchased. To be able to match a charge on your invoice to a customer, you need to know which subscriptions relate to each of your customers.

### To download a list of your subscription IDs:

1. In the Control Panel, go to the billing section



2. Choose the option called Subscriptions



3. You will now see a list of all subscriptions on your account. You can also Download a copy of these to excel

Subscriptions

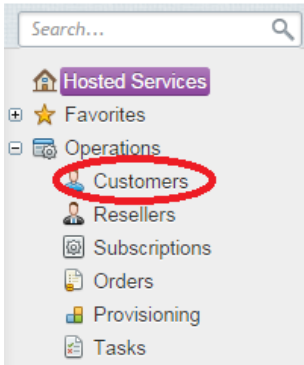
Subscriptions

ID	Subscription Name	Account Name	Plan	Start Date	Expiration Date	Status	Service Status	Parent Subscription ID	Customer Account ID
1002409	Business Hosting Plan 2013	EX2013 Customer	Business Hosting Plan 2013	20-Jul-2014	20-Jul-2015	Active	Running		1001170
1002361	Business Hosting Plan 2013	lync-test	Business Hosting Plan 2013	11-Jun-2014	11-Jun-2015	Active	Running		1001480
1002099	HS2 Plan Reseller	EX2007 Customer	HS2 Plan Reseller	25-Oct-2013	25-Oct-2014	Active	Running		1001168
1001953	Flex Plan 2013	Migration 10-13	Flex Plan 2013	04-Jul-2013	04-Jul-2014	Active	Stopped		1001178
1001952	Unified Hosting 2010	Migration 10-13	Unified Hosting 2010	04-Jul-2013	04-Jul-2014	Active	Running		1001178
1001951	Flex Plan 2013	Migration 07-13	Flex Plan 2013	03-Jul-2013	01-Aug-2013	Terminated	Stopped		1001176
1001948	Unified Hosting 2007	Migration 07-13	Unified Hosting 2007	01-Jul-2013	01-Sep-2013	Active	Running		1001176
1001945	Flex Plan 2013 (ex2013.com)	EX2013 Customer	Flex Plan 2013	30-Jun-2013	30-Jun-2014	Terminated	Stopped		1001170
1001944	Unified Hosting 2007	EX2007 Customer	Unified Hosting 2007	30-Jun-2013	30-Nov-2013	Terminated	Removed		1001168

30 total | Hide Search

On page: 25 50 100 | [Select Columns](#) | [Export To Excel](#)

4. Now find the account relating to the subscription that you are looking for. Select the option called Customers



5. Find the customer from the list

Home > Operations > Customers Screen ID:

Customers

Direct Customers | All Customers

Customers

[New Customer Account](#) [Search For Account](#)

8 total | [Show Search](#) [Select C](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1001166	Reseller Customer 1	0.67 GBP	GBP	19-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001168	EX2007 Customer	70.42 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001169	EX2010 Customer	38.26 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001170	EX2013 Customer	-2.43 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001171	E07Test	0.82 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001176	Migration 07-13	51.65 GBP	GBP	01-Jul-2013	13-Aug-2014 00:00:00	Active	Grey
1001178	Migration 10-13	55.56 GBP	GBP	04-Jul-2013	13-Aug-2014 00:00:00	Active	Grey
1001480	lync-test	0.00 GBP	GBP	11-Jun-2014	13-Aug-2014 00:00:00	Active	Grey

6. Select the Orders Tab

Home > Operations > Customers >

### Account #1001171 E07Test

Additional Information | Payment Methods | Roles | Subscriptions | Terms and Conditions | Users

General | Documents | Notes | **Orders**

---

**Account Information**

Account	1001171
Company Name	E07Test





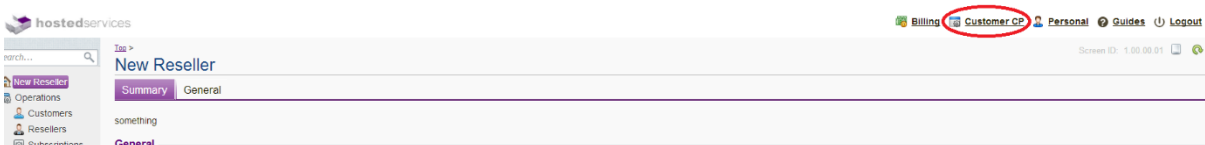
## Reconciling Your Monthly Invoice

As stated previously, the invoices just state the Subscription Numbers for your Customers accounts rather than the customers' names themselves. The reason for this is that a customer may have multiple subscriptions and this way it is easier to identify the subscription in which the charges relate.

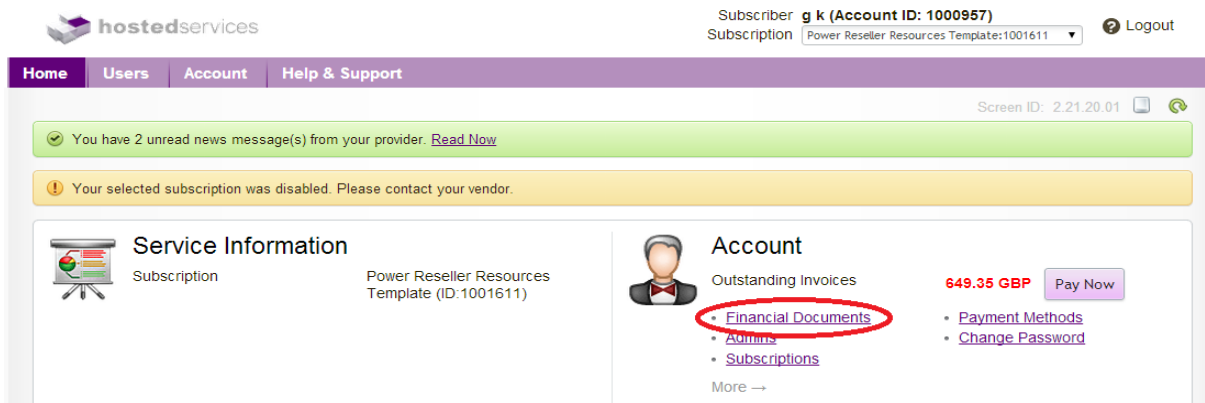
From your login detail to Parallels you can download a copy of the invoice in Microsoft Excel and also download a copy of the subscriptions list which we would advise merging the 2 to create a more detailed Excel breakdown of the invoice. A [template](#) has been created for you to use.

### To download a copy of the invoice:

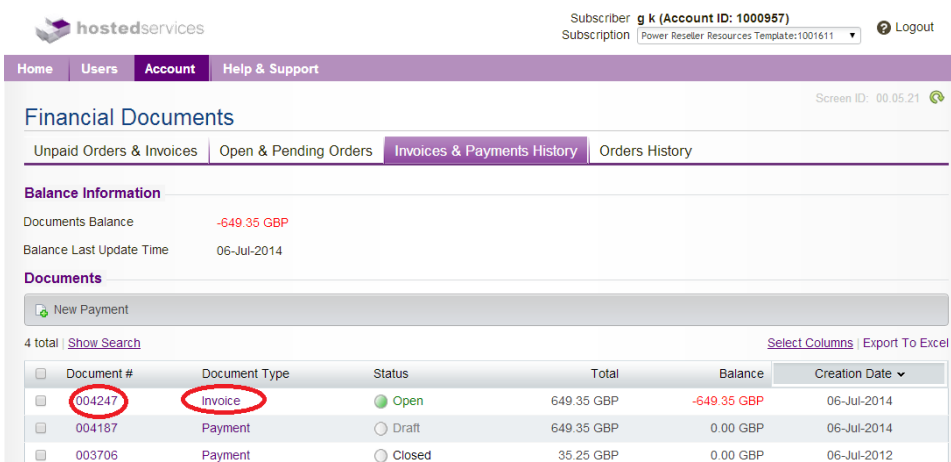
1. From the Control Panel, select the option for Customer CP in the top right hand corner of the screen:



2. Select the option for Financial Documents:



3. Select the invoice you wish to reconcile:





4. Choose the option to download the invoice to Excel:

hostedservices Subscriber **g k (Account ID: 1000957)** Subscription Power Reseller Resources Template:1001611 Logout

Home Users **Account** Help & Support

Parallels Panel > Document # 004247 Screen ID: 00.02.20

General Applications Service Usage Details

Document ID: 17326  
 Document #: 004247  
 Customer: 1000957 New Reseller  
 Document Type: Invoice  
 Status: Open  
 Creation Time: 06-Jul-2014 09:30:29  
 Document Date: 06-Jul-2014  
 Due Date: 20-Jul-2014  
 Total: 649.35 GBP  
 Tax Total: 96.74 GBP  
 Balance: 649.35 GBP  
 Description: Monthly Invoice

Download PDF Send Notification

Details

1 - 25 of 64 Next> Last>> Pages: 1 2 3 | On page: 25 50 100 | Select Columns **Export To Excel**

ID	Description	Quantity	Duration	Unit Price	Discount Amount	Extended Price	Subscription Name
1	Subscription #1001918: Exchange Professional 2013 Test Recurring (for 1 month(s)).	3.00 Mailbox	1.00 month(s)	4.59 GBP	0.00 GBP	13.77 GBP	New Reseller Partner Plan
2	Subscription #1001935: Cobweb Hosted Exchange Enterprise Edition Setup	1.00 Item		50.00 GBP	0.00 GBP	50.00 GBP	New Reseller Partner Plan

5. The data that you will get will look like the picture below:

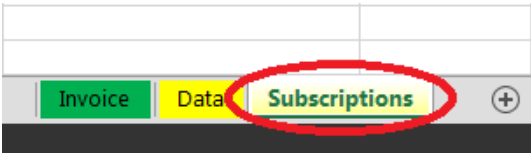
ID	Description	Quantity	Duration	Unit Price	Discount Amount	Extended Price	Subscription Name
1	Subscription #1001918: Exchange Professional 2013 Test Recurring (for 1 month(s)).	3.00 Mailbox	1.00 month(s)	4.59 GBP	0.00 GBP	13.77 GBP	New Reseller Partner Plan
2	Subscription #1001935: Cobweb Hosted Exchange Enterprise Edition Setup	1.00 Item		50.00 GBP	0.00 GBP	50.00 GBP	New Reseller Partner Plan
3	Subscription #1001935: Cobweb Hosted Exchange Enterprise Edition Recurring	1.00 Item	1.00 month(s)	10.99 GBP	0.00 GBP	10.99 GBP	New Reseller Partner Plan
4	Subscription #1001935: Hosted Exchange Enterprise Edition Mailbox Recurring (for 1 month(s)).	2.00 Mailbox	1.00 month(s)	10.99 GBP	0.00 GBP	21.98 GBP	New Reseller Partner Plan
5	Subscription #1001935: Refund for Additional Resource 'Enterprise Edition Mailbox' downgrade (for 0.93 month(s)).	-2.00 Mailbox	0.93 month(s)	10.99 GBP	0.00 GBP	-20.44 GBP	New Reseller Partner Plan
6	Subscription #1001935: Refund of Setup Fee for Subscription #1001935.	-1.00 Item		50.00 GBP	0.00 GBP	-50.00 GBP	New Reseller Partner Plan
7	Subscription #1001935: Refund for Plan 'Hosted Exchange Enterprise Edition 1-Month 1+ User' for 1.00 month(s).	-1.00 Item	1.00 month(s)	10.99 GBP	0.00 GBP	-10.99 GBP	New Reseller Partner Plan
8	Subscription #1001935: Refund for Additional Resource 'Enterprise Edition Mailbox' according prices of Plan 'Hosted Exchange Enter	-2.00 Mailbox	0.07 month(s)	11.00 GBP	0.00 GBP	-1.54 GBP	New Reseller Partner Plan
9	Subscription #1001935: Non Refundable Amount.	1.00 Item		5.00 GBP	0.00 GBP	5.00 GBP	New Reseller Partner Plan
10	Subscription #1001935: Cancellation Adjustment for Refund of Setup Fee for Subscription #1001935.	1.00 Item		50.00 GBP	0.00 GBP	50.00 GBP	New Reseller Partner Plan
11	Subscription #1001935: Cancellation Adjustment for Refund for Plan 'Hosted Exchange Enterprise Edition 1-Month 1+ User' for 1.00 1.00 Item			10.99 GBP	0.00 GBP	10.99 GBP	New Reseller Partner Plan

6. Referring Back to Page 5 of this guide, you can get instructions on how to download the subscriptions list.

ID	Subscription Name	Account Name	Plan	Start Date	Expiration Date	Status	Service Status	Parent Subscription ID	Customer Account
1002409	Business Hosting Plan 2013	EX2013 Customer	Business Hosting Plan 2013	20-Jul-2014	20-Jul-2015	Active	Running		1001170
1002361	Business Hosting Plan 2013	lync-test	Business Hosting Plan 2013	11-Jun-2014	11-Jun-2015	Active	Running		1001480
1002099	HS2 Plan Reseller	EX2007 Customer	HS2 Plan Reseller	25-Oct-2013	25-Oct-2014	Active	Running		1001168
1001953	Flex Plan 2013	Migration 10-13	Flex Plan 2013	04-Jul-2013	04-Jul-2014	Active	Stopped		1001178
1001952	Unified Hosting 2010	Migration 10-13	Unified Hosting 2010	04-Jul-2013	04-Jul-2014	Active	Running		1001178
1001951	Flex Plan 2013	Migration 07-13	Flex Plan 2013	03-Jul-2013	01-Aug-2013	Terminated	Stopped		1001176

7. Please open the [Invoice Template](#) which has been provided using the link.

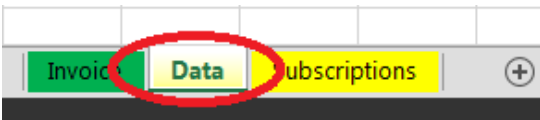
8. Copy the Data from the downloaded Subscriptions list (Not headers) and paste them into the Subscriptions Tab of the Template



9. You may notice that Column A have green triangles in the corner of each box. Highlight the column and click on the box in the top right hand corner where you will get a drop down screen like in the image below. Choose the option to Convert to Number

A	B	C	D	E	F	G	H	
1	ID	Subscription Name	Account Name	Plan	Start Date	Expiration Date	Status	Service St
2	1002409	Business Hosting Plan 2013	EX2013 Customer	Business Hosting Plan 2013	20-Jul-2014	20-Jul-2015	Active	Running
3	1002361		lync-test	Business Hosting Plan 2013	11-Jun-2014	11-Jun-2015	Active	Running
4	1002099		EX2007 Customer	HS2 Plan Reseller	25-Oct-2013	25-Oct-2014	Active	Running
5	1001953		Migration 10-13	Flex Plan 2013	04-Jul-2013	04-Jul-2014	Active	Stopped
6	1001952		Migration 10-13	Unified Hosting 2010	04-Jul-2013	04-Jul-2014	Active	Running
7	1001951		Migration 07-13	Flex Plan 2013	03-Jul-2013	01-Aug-2013	Terminated	Stopped
8	1001948		Migration 07-13	Unified Hosting 2007	01-Jul-2013	01-Sep-2013	Active	Running
9	1001945		EX2013 Customer	Flex Plan 2013	30-Jun-2013	30-Jun-2014	Terminated	Stopped
10	1001944		EX2007 Customer	Unified Hosting 2007	30-Jun-2013	30-Nov-2013	Terminated	Removed
11	1001943	Unified Flex 2010 (ex2010.com)	EX2010 Customer	Unified Hosting 2010	30-Jun-2013	30-Jun-2015	Active	Running

10. Next copy all the data from the downloaded invoice and paste this into the Data Tab



11. Press the Cleanse Data Button

A	B	C	D	E	F	G	
1	Cleanse Data						
2							
3							
4	ID	Description	Quantity	Duration	Unit Price	Discount	Extended
5	1	Silver Part	1.00 Item	1.00 mont	50.00 GBP	0.00 GBP	50.00 GBP
6	4	Subscripti	21.00 Mail	1.00 mont	3.29 GBP	0.00 GBP	69.09 GBP
7	5	Subscripti	1.00 Item	1.00 mont	1.00 GBP	0.00 GBP	1.00 GBP
8	3	Subscripti	1.00 Mail	1.00 mont	3.29 GBP	0.00 GBP	3.29 GBP
9	2	Subscripti	9.00 Mail	1.00 mont	3.29 GBP	0.00 GBP	29.61 GBP

12. Go to the Invoice Tab and select the Complete Invoice Button

A	B	
1	Complete Invoice	
2		
3		
4	Sub N	Customer Name
5	Recurr	Description
6	1000008	Bob the Builder
7	1000009	Gary the Gardener
8	1000123	Lauren the Lecturer
9	1000979	Harry the Hairdresser
10	1000983	Alan the Accountant
11	0	#N/A
12	0	#N/A
13	0	#N/A
14	0	#N/A
15	0	#N/A



13. Once the steps above have been followed you will end up with a sheet looking like the image below.

Complete Invoice								<b>NET</b>	<b>156.28</b>
								<b>VAT</b>	<b>31.26</b>
								<b>Gross</b>	<b>187.54</b>
Sub N	Customer Name	Description	Quant	UOM	Durati	Perio	Unit Pri	Discou	Extended Prj
Recurr	#N/A	g from 06-Oct-2014 through 05-Nov-2014.	1	Item	1.00	month(s)	50.00	-	50.00
1000008	Bob the Builder	Exchange Professional 2013 Recurring from 26-Sep-2014 through 25-Oct-2014.	21	Mailbox	1.00	month(s)	3.29	-	69.09
1000009	Gary the Gardener	Exchange Resource Mailbox 2013 Recurring from 26-Sep-2014 through 25-Oct-2014.	1	Item	1.00	month(s)	1.00	-	1.00
1000123	Lauren the Lecturer	Exchange Professional 2013 Recurring from 11-Sep-2014 through 10-Oct-2014.	1	Mailbox	1.00	month(s)	3.29	-	3.29
1000979	Harry the Hairdresser	Exchange Professional 2013 Recurring from 10-Sep-2014 through 09-Oct-2014.	9	Mailbox	1.00	month(s)	3.29	-	29.61
1000983	Alan the Accountant	Exchange Professional 2013 Recurring from 27-Sep-2014 through 26-Oct-2014.	1	Mailbox	1.00	month(s)	3.29	-	3.29
								<b>NET</b>	<b>156.28</b>
								<b>VAT</b>	<b>31.26</b>
								<b>Gross</b>	<b>187.54</b>

You may notice that any line items for the Silver Partner Fee and any Professional Services will not show correctly after the alterations made. You will need to manually amend these lines. If you are aware of which subscription/customer that the professional services work applies to, you can enter the subscription number into the column A and the Customer Name will be populated.

Please save this file as a separate document each month and keep a copy of the Invoice Template in your local files so you can re-use the spreadsheet each month.

## Cancellations and Downgrades Guide

### Downgrades:

- Ensuring that unused services are not charged for



### Cancellations:

- Ensuring all services are removed from Parallels in full
  - Ensuring all billing is cancelled in full



## Downgrading your Customers' Services

A downgrade would be required should your customer want to remove a few items from their subscription without cancelling the full subscription. For example, the customer may be using 10 out of 13 mailboxes and therefore wish to downgrade 3 to match consumption.

Another scenario may be where a customer has multiple services under a subscription and wishes to cancel a particular service. For example a customer may have Mailboxes and Outlook Licences but no longer require the Outlook Licences. Therefore you would place a downgrade order to remove the Outlook Licences.

### Placing a Downgrade Order:

1. Before placing the order, you will need to ensure the services which you need to downgrade has been removed from the Customers Control Panel. Find the service you want to remove and ensure it is deleted.

Subscriber: **cob noc (Account ID: 1001171)**  
 Subscription: Unified Flex 2010:1001942

Home | Users | **Exchange** | SharePoint | Office Communications | More Services | Account | Help & Support

Exchange

Mailboxes | Contacts | Distribution Lists | Storage Usage Report | Mobile Devices | More Services

+ Add New Mailbox + Import Mailboxes **✖ Delete**

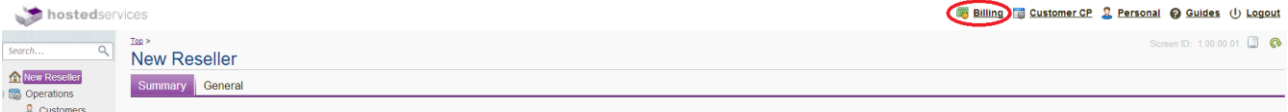
13 total [Show Search](#) Items per page 25 50 100

ID	Display name	Login	E-mail address	Size	Size limit	Status
<input type="checkbox"/>	5491	User1	user1@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	5492	User2	user2@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7255	User3	user3@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7256	User4	user4@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7257	User5	user5@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7258	User6	user6@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7259	User7	user7@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7260	User8	user8@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7261	User9	user9@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7262	User10	user10@e07test.com	0 KB (0%)	20 MB	Ready
<input type="checkbox"/>	7263	User11	user11@e07test.com	0 KB (0%)	20 MB	Ready
<input checked="" type="checkbox"/>	7264	User12	user12@e07test.com	0 KB (0%)	20 MB	Ready
<input checked="" type="checkbox"/>	7266	User13	user13@e07test.com	0 KB (0%)	13.9 MB	Ready

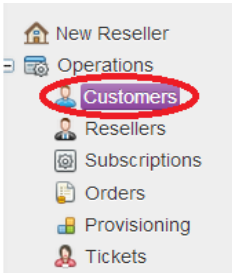
13 total Items per page 25 50 100

This will be the same for any service that you wish to downgrade. You will just need to look for the relevant part of the Customers Control Panel.

- To place the downgrade order, you will need to do this through the Reseller Control Panel. You will need to go to the Billing side of the Control Panel:



- Now find the account relating to the subscription that you are looking for. Select the option called Customers



- Find the customer from the list

Home > Operations > Customers

Direct Customers | All Customers

Customers

New Customer Account | Search For Account

8 total | Show Search | Select C

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1001166	Reseller Customer 1	0.67 GBP	GBP	19-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001168	EX2007 Customer	70.42 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001169	EX2010 Customer	38.26 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001170	EX2013 Customer	-2.43 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001171	E07Test	0.82 GBP	GBP	28-Jun-2013	13-Aug-2014 00:00:00	Active	Grey
1001176	Migration 07-13	51.65 GBP	GBP	01-Jul-2013	13-Aug-2014 00:00:00	Active	Grey
1001178	Migration 10-13	55.56 GBP	GBP	04-Jul-2013	13-Aug-2014 00:00:00	Active	Grey
1001480	lync-test	0.00 GBP	GBP	11-Jun-2014	13-Aug-2014 00:00:00	Active	Grey

- Select the Tab for Subscriptions

Home > Operations > Customers >

## Account #1001171 E07Test

Additional Information | Payment Methods | Roles | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

### Account Information

Account	1001171
Company Name	E07Test



- Open the subscription that you wish to place an order on and select the Resources Tab

Home > Operations > Customers > Account #1001171 E07Test >

## Subscription #1001942 Unified Flex 2010

General | Notes | Orders | **Resources** | Service Status History | Licenses | Service Props

Renew Subscription | Synchronize | Cancel Subscription | Destroy

### Main

ID: 1001942  
 Subscription Name: Unified Flex 2010  
 Customer: 1001171 E07Test  
 Service Plan: 745 Unified Hosting 2010 [Switch Plan]

- Select the resource which you wish to downgrade with the tick box and then select "Upgrade Resource Limits"

Home > Operations > Customers > Account #1001171 E07Test >

## Subscription #1001942 Unified Flex 2010

General | Notes | Orders | **Resources** | Service Status History | Licenses | Service Props

Subscription Resources

**Upgrade Resource Limits** | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional	Used	Ordered	UOM	Measurable	Relative Status	Order Number
<input checked="" type="checkbox"/>	100142 Exchange - Business Email Mailbox	Installed	Mailboxes	0.00	13.00	0.00	0.00	Item	No	Standard	
<input type="checkbox"/>	100143 Exchange - CDI	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	
<input type="checkbox"/>	100145 Exchange - Web Mail Mailbox	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	

- Tick the box for the resource you wish to remove. In the "Place Order for" field, please enter the amount you wish to reduce as a negative number. Then press Next.

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 >

## Subscription #1001942 Unified Flex 2010

1 Upgrade Resource | 2 Confirm Order

Subscription #1001942 Unified Flex 2010

1 total | Show Search

Resource ID	Resource	Status	Included	Additional	Used	Place Order for	Upper Limit	UOM	Measurable
<input checked="" type="checkbox"/>	100142 Exchange - Business Email Mailbox	Installed	0.00	13.00	0.00	-2	Unlimited	Item	No

1 total

**Next >>** | Cancel



- Once you have placed the order, you will be brought to a confirmation screen like the shot below which will also confirm the order number

Home > Operations > Customers > Account #1001171 E07Test > Screen ID: 02.21.94

### Subscription #1001942 Unified Flex 2010

General | Notes | Orders | Resources | Service Status History | Licenses | Service Props

Upgrade Order #UG000016 has been placed.

#### Subscription Resources

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional	Used	Ordered	UOM	Measurable	Relative Status	Order Number
100142	Exchange - Business Email Mailbox	Ordered	Mailboxes	0.00	13.00	0.00	-2.00	Item	No	Upgrade / Downgrade	UG000016
100143	Exchange - CDI	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	
100145	Exchange - Web Mail Mailbox	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	

- Select the Orders Tab

Home > Operations > Customers > Account #1001171 E07Test > Screen ID: 02.21.94

### Subscription #1001942 Unified Flex 2010

General | Notes | Orders | Resources | Service Status History | Licenses | Service Props

Upgrade Order #UG000016 has been placed.

#### Subscription Resources

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional	Used	Ordered	UOM	Measurable	Relative Status	Order Number
100142	Exchange - Business Email Mailbox	Ordered	Mailboxes	0.00	13.00	0.00	-2.00	Item	No	Upgrade / Downgrade	UG000016
100143	Exchange - CDI	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	
100145	Exchange - Web Mail Mailbox	Optional	Mailboxes	0.00	0.00	0.00	0.00	Item	No	Standard	

- Look for the Order in the list. It should be in a status of New. Select the Order

Home > Operations > Customers > Account #1001171 E07Test > Screen ID: 02.21.94

### Subscription #1001942 Unified Flex 2010

General | Notes | Orders | Resources | Service Status History | Licenses | Service Props

#### Customer Orders

Add New Order | Delete

Order Number	Order Type	Order Date	Status	Total	Wait Time	Updated by
BO000024	Billing Order	14-Aug-2014	Completed	43.43 GBP	2:21:26	system
RN000009	Renewal Order	14-Aug-2014	Completed	0.00 GBP	2:21:06	system
UG000013	Upgrade Order	14-Aug-2014	Completed	0.00 GBP	2:20:34	system
UG000014	Upgrade Order	14-Aug-2014	Completed	0.00 GBP	1:42:53	system
UG000015	Upgrade Order	14-Aug-2014	Completed	0.00 GBP	1:42:22	system
UG000016	Upgrade Order	14-Aug-2014	New	0.00 GBP	0:08:47	graham

12. Select the option to Open Order

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 >

### Order UG000016 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Sta

Cancel Order | **Open Order**

Order ID: 63974  
Order Number: UG000016

13. This will turn the Order into a State of Provisioning

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 >

### Order UG000016 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History | Provisioning Items

Manual approval is not required. Prepayment is not required. No Auto Credit Hold. Credit Limit = 0.00 GBP, Balance = -24.02 GBP, Nip

Check Order Provisioning Status

Order ID: 63974  
Order Number: UG000016  
Order Type: UG Upgrade Order  
Customer: 1001171 E07Test  
Order Status: Provisioning  
Creation Time: 14-Aug-2014 12:57:00

14. The Order will then go to a Completed Status which means that the Downgrade has been completed

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 >

### Order UG000016 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History | Provisioning Items

Order ID: 63974  
Order Number: UG000016  
Order Type: UG Upgrade Order  
Customer: 1001171 E07Test  
Order Status: Completed  
Creation Time: 14-Aug-2014 12:57:00



## Provisioning Failed

There is a chance that the order may go to a failed status like below. Select Provisioning Items where you can find details of the issues with the order

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 >

### Order UG000017 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History | **Provisioning Items**

Cancel Order | Resubmit for Provisioning

Order ID	63975
Order Number	UG000017
Order Type	UG Upgrade Order
Customer	1001171 E07Test
Order Status	Provisioning Failed
Creation Time	14-Aug-2014 13:12:00

In the case below, the order has been placed to reduce the mailbox numbers below the current usage. To fix this problem you would need to delete a mailbox using the previous steps and then “Resubmit for Provisioning”.

Home > Operations > Customers > Account #1001171 E07Test > Subscription #1001942 Unified Flex 2010 > Screen 11

### Order UG000017 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History | **Provisioning Items**

Provisioning Items

Add Resource | Add Dependence Plan | Add New Plan | Remove Item

1 total [Select Columns](#)

Line ID	Description	Type	Status	Comment	Subscription ID	Pa
1	Upgrade / Downgrade Resource 'Exchange - Business Email Mailbox' in Subscription #1001942	Resource Upgrade	Failed	Upgrade failed: Parallel Operations Automation error #error_code #2005, ex_type_id #100, module_id #ResourceManagement_Resource 'exchange.mailbox.access.activesync' overusage attempt (subscription #1001942, usage: 11, limit: 10).	1001942	

Should you still be experiencing issues with completing orders in your panel, please contact our Service Transition Team either by phone on 0845 223 9000 opt 1 or by email at [provisioning@cobweb.com](mailto:provisioning@cobweb.com)

## Cancelling Your Customers Services

A cancellation would be required should your customer want to remove all items from their subscription. There may be occasions where services will remain on other subscriptions on the customer's account or it will be a complete cease of services.

If you wish to cease all services, there are also details within the guide on how to cancel the account in full so it shows in cancelled status in the list of your customers.

**PLEASE NOTE:** The guide is created in the order in which we would advise you to remove the services from your account.

**DISCLAIMER:** You must ensure that all data from mailboxes has been backed up or migrated prior to deleting the mailbox. If you delete the mailbox containing any data, this will be destroyed. If you wish to recover any data from deleted mailboxes, this will incur a Professional Service Charge to recover the data.

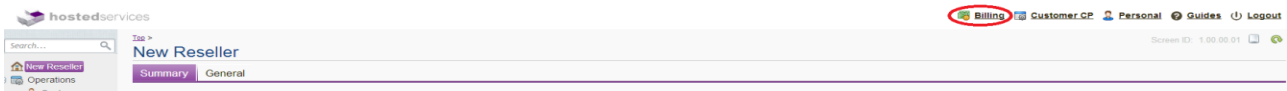
### Cancelling Hosted Desktop

Hosted Desktop services are not listed with your Customer Control Panel. We will request that you place a cancellation order for the services which will create an order in the Manual Operations Queue of our Service Transition Team. They will process the order within 72 hours of it being placed. If you wish to chase up the status of any order, please contact [provisioning@cobweb.com](mailto:provisioning@cobweb.com).

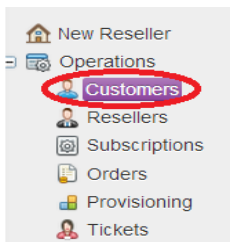
**DISCLAIMER:** You must ensure that all data from the Hosted Desktop service has been backed up prior to deletion. Once the service is cancelled all data will be destroyed. If you wish to recover any data, this will incur a Professional Service Charge.

To cancel the service please follow the next steps:

1. You will need to go to the Billing side of the Control Panel:



2. Now find the account that you are looking to cancel the Hosted Desktop for. Select the option called Customers



3. Find the customer from the list

A screenshot of the 'Customers' list page. The page title is 'Customers' and it has tabs for 'Direct Customers' and 'All Customers'. Below the tabs is a table with columns: Account ID, Account Name, Balance, Account Currency, Creation Date, Last Billing Date, Account Status, and Color. The table contains 6 rows of data.

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012123	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	05-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003321	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey



#### 4. Select the Subscriptions Tab

Home > Operations > Customers > Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

**Account Information**

Account: 1003221  
Company Name: Parallels Test

#### 5. Select The Hosted Desktop Subscription

Home > Operations > Customers > Account #1003221 Parallels Test Screen ID: 02.22.47

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

**Subscriptions**

1 total | [Show Search](#) [Select Columns](#) | [Export To Excel](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status	Parent Subscription ID
1030621	Cobweb Hosted Desktop 12 Month	Cobweb Hosted Desktop 12 Month	14-Aug-2014	14-Aug-2015	Active	Running	

1 total [Select Columns](#) | [Export To Excel](#)

#### 6. Select the option to Cancel Subscription

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030621 Cobweb Hosted Desktop 12 Month

General | Notes | Orders | Resources | Service Status History | Service Props

Renew Subscription | Synchronize | **Cancel Subscription** | Destroy

**Main**

ID: 1030621  
Subscription Name: Cobweb Hosted Desktop 12 Month  
Customer: 1003221 Parallels Test

7. On the next screen there are a few options to change and update:
  - a. Untick "Include Cancellation Fee"
  - b. Untick "Include Overusage/Recurring"
  - c. Change option for How to process refund to be "Credit Memo"
  - d. Update Reason Code
  - e. Enter a Comment
  - f. Press Next

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030621 Cobweb Hosted Desktop 12 Month >

## Cancel Subscription

1 Set Options 2 Confirm Order

**Cancellation Options**

Include Refunds

Include Cancellation Fee

Include Overusage/Recurring

How to process refund  Refund using default payment method  
 Credit Memo

Reason Code \*

Comment \*

**Order Information**

Order Date 14-Aug-2014  
 Total 0.00 GBP (Charge Customer)

\*Required fields

**Order Details**

3 total

ID	Description	Detail Type	Quantity
1	Hosted Desktop Cancellation	Cancellation	10.00 Item
2	Hosted Desktop Storage Per GB Cancellation	Cancellation	10.00 Item
3	Application Server Tier 1 Cancellation	Cancellation	1.00 Item

8. Check the order total is £0.00 as there should be no charge for cancelling the services. Once happy, press "Place Order"

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030621 Cobweb Hosted Desktop 12 Month >

## Cancel Subscription

1 Set Options 2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes 0.00 GBP  
 Tax Total 0.00 GBP  
 Total 0.00 GBP

Comments Cancellation of Subscription #1030621. Cancellation Reason: No Longer Used. No Longer Required.

**Order Details**

ID	Description	Detail Type	Quantity
1	Hosted Desktop Cancellation	Cancellation	10.00 Item
2	Hosted Desktop Storage Per GB Cancellation	Cancellation	10.00 Item
3	Application Server Tier 1 Cancellation	Cancellation	1.00 Item

\*Required fields



9. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030621 Cobweb Hosted Desktop 12 Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

✓ Cancellation Order #CL008985 has been placed.

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID	1030621
Subscription Name	Cobweb Hosted Desktop 12 Month
Customer	1003221 Parallels Test

10. Select the Cancellation Order in New Status

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030621 Cobweb Hosted Desktop 12 Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

**Customer Orders**

+ Add New Order | - Delete

2 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type ^	Order Date	Status
<input type="checkbox"/>	CL008985	Cancellation Order	14-Aug-2014	<input type="radio"/> New
<input type="checkbox"/>	SO021402	Sales Order	14-Aug-2014	<input checked="" type="checkbox"/> Completed

11. Select Open Order

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030621 Cobweb

### Order CL008985 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents

Cancel Order | **Open Order**

Order ID	1035334
Order Number	CL008985
Order Type	CF Cancellation Order
Customer	1003221 Parallels Test
Order Status	<input type="radio"/> New
Creation Time	14-Aug-2014 15:24:00

12. The order will now go to a state of Manual Operation Required. This will mean that a task has been raised with Cobweb's Service Transition Team and we will complete the order on your behalf

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030621 Cobweb Hosted Desktop

### Order CL008985 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Documents | Status

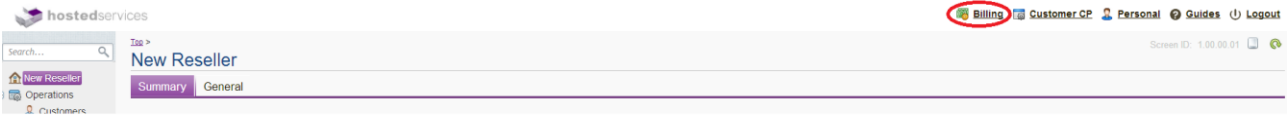
Check Order Provisioning Status

Order ID	1035334
Order Number	CL008985
Order Type	CF Cancellation Order
Customer	1003221 Parallels Test
Order Status	<input checked="" type="radio"/> Manual Operation Required

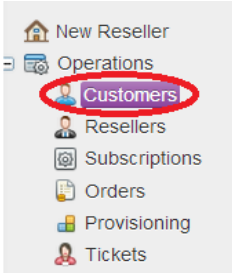


## Cancelling Hyper V

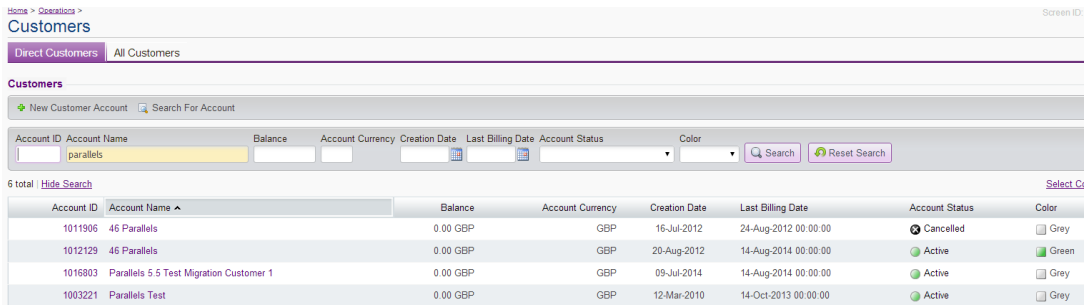
1. You will need to go to the Billing side of the Control Panel:



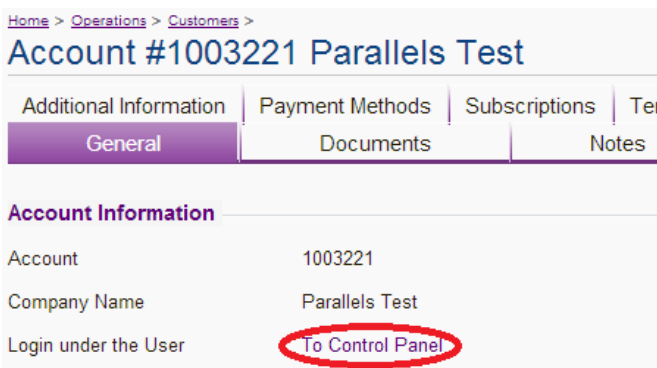
2. Now find the account that you are looking to cancel the Hyper V for. Select the option called Customers



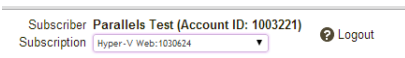
3. Find the customer from the list



4. Login to the Customers Control Panel



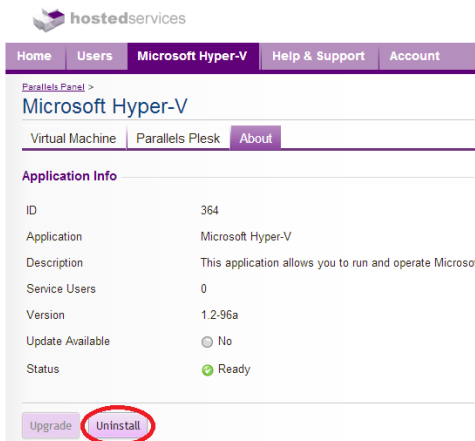
5. Select the Hyper V Subscription from the drop down box in the top right hand corner of your screen



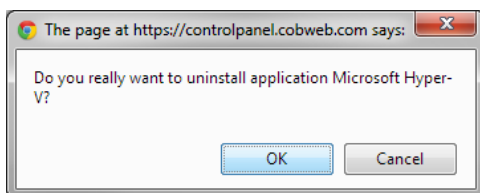
6. Select Microsoft Hyper-V from the headers provided and then select deactivate



7. Now go to the About Tab and select Uninstall



8. You will see the next box appear which you need to confirm OK



This means that the Hyper-V service is now cancelled and destroyed. All that is required now is to cancel the billing element of the service

9. Go back into the customer's account within the Billing Section

Home > Operations > Customers Screen ID:

### Customers

Direct Customers | All Customers

---

**Customers**

[New Customer Account](#) |

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
<input type="text" value="parallels"/>							

6 total | [Hide Search](#) [Select C](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

10. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

**Account Information**

Account: 1003221  
Company Name: Parallels Test

11. Select The Hyper V Subscription

Home > Operations > Customers >

### Account #1003221 Parallels Test

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

**Subscriptions**

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status	Parent Subscription ID
<input type="text"/>					Active		

1 total | [Hide Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030624	Hyper-V Web	Hyper-V Web	14-Aug-2014	14-Sep-2014	Active	Running

12. Select the option to Cancel Subscription

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030624 Hyper-V Web

General | Notes | Orders | Resources | Service Status History

[Renew Subscription](#) | [Synchronize](#) | **[Cancel Subscription](#)** | [Destroy](#)

---

**Main**

ID: 1030624  
Subscription Name: Hyper-V Web  
Customer: 1003221 Parallels Test

13. On the next screen there are a few options to change and update:
  - a. Untick "Include Cancellation Fee"
  - b. Untick "Include Overusage/Recurring"
  - c. Change option for How to process refund to be "Credit Memo"
  - d. Update Reason Code
  - e. Enter a Comment
  - f. Press Next

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030624 Hyper-V Web >

### Cancel Subscription

1 Set Options      2 Confirm Order

**Cancellation Options**

Include Refunds

Include Cancellation Fee

Include Overusage/Recurring

How to process refund  
 Refund using default payment method  
 Credit Memo

Reason Code \*  
 No Longer Used

Comment \*  
 No Longer Required

**Order Information**

Order Date: 14-Aug-2014  
 Total: 0.00 GBP (Charge Customer)

\*Required fields     

**Order Details**

1 total

ID	Description	Detail Type
1	Refund for Plan 'Hyper-V Web'	Plan Recurring Refund

14. Check the order total is £0.00 as there should be no charge for cancelling the services. Once happy, press "Place Order"

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030624 Hyper-V Web >

### Cancel Subscription

1 Set Options      2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes: 0.00 GBP  
 Tax Total: 0.00 GBP  
 Total: 0.00 GBP

Comments: Cancellation of Subscription #1030624. Cancellation Reason: No Longer Used. No Longer Required.

**Order Details**

ID	Description	Detail Type	Quantity
1	Refund for Plan 'Hyper-V Web'	Plan Recurring Refund	-1.00 Item

\*Required fields



15. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030624 Hyper-V Web

General | Notes | Orders | Resources | Service Status History | Service Props

✓ Cancellation Order #CL008988 has been placed.

Renew Subscription | Synchronize | Cancel Subscription | Destroy

#### Main

ID	1030624
Subscription Name	Hyper-V Web
Customer	1003221 Parallels Test

16. Select the Cancellation Order in New Status

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | Subscriptions | Terms and Conditions | Users

General | Documents | Notes | **Orders**

#### Customer Orders

[Add New Order](#) | [View Archive](#) | [Bulk Archive](#) | [Archive](#)

1 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Account Name	Order Date	Status
<input type="checkbox"/>	CL008988	Cancellation Order	Parallels Test	14-Aug-2014	<input type="radio"/> New

1 total

17. Select Open Order

Home > Operations > Customers > Account #1003221 Parallels Test >

### Order CL008988 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Provisioning Items | Documents

Cancel Order | **Open Order**

Order ID	1035353
Order Number	CL008988
Order Type	CF Cancellation Order
Customer	1003221 Parallels Test
Order Status	<input type="radio"/> New
Creation Time	14-Aug-2014 17:08:00

18. The order will now go to a state of Completed. The final step is to destroy the subscription. Go to Subscriptions

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

#### Account Information

Account	1003221
Company Name	Parallels Test



19. Choose the subscription from the list

Home > Operations > Customers > Account #1003221 Parallels Test

General Documents Notes Orders  
Additional Information Payment Methods Subscriptions Terms and Conditions Users

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030624	Hyper-V Web	Hyper-V Web	14-Aug-2014	14-Sep-2014	<input type="radio"/> Terminated	<input checked="" type="radio"/> Stopped

1 total

20. Press Destroy Subscription

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030624 Hyper-V Web

General Notes Orders Resources Service Status History Service Props

Renew Subscription Restore Terminated Subscription Synchronize Cancel Subscription **Destroy**

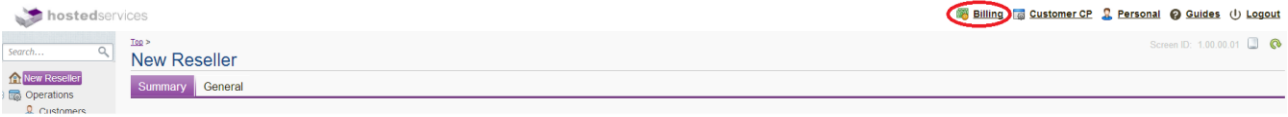
**Main**

ID	1030624
Subscription Name	Hyper-V Web
Customer	1003221 Parallels Test

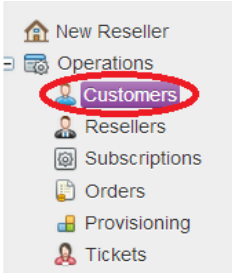
This will destroy the subscription and all remnants that remain on the system.

## Cancelling Web Hosting

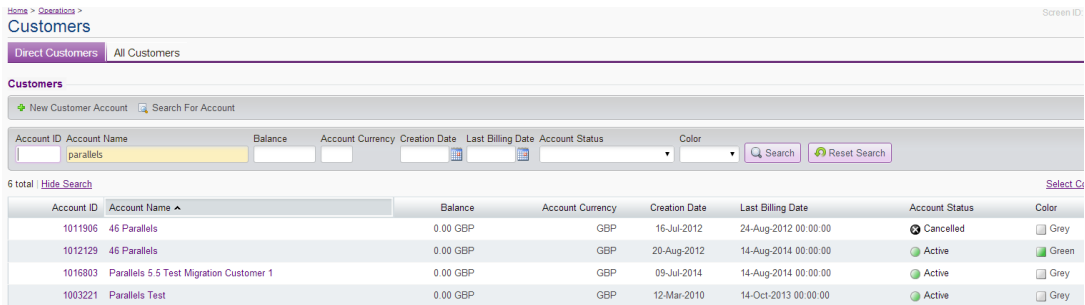
1. You will need to go to the Billing side of the Control Panel:



2. Now find the account that you are looking to cancel the Web Hosting for. Select the option called Customers



3. Find the customer from the list



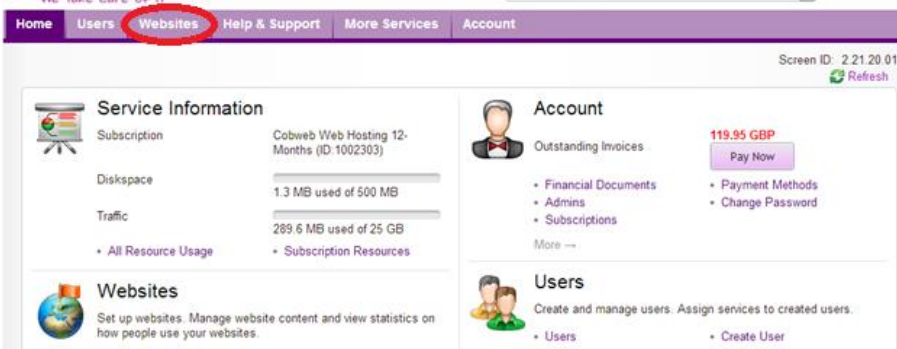
4. Login to the Customers Control Panel



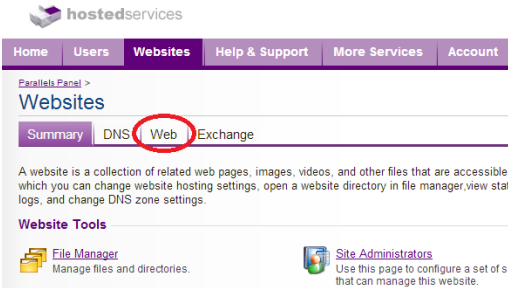
5. Select the Web Hosting Subscription from the drop down box in the top right hand corner of your screen

Subscriber **Parallels Test (Account ID: 1003221)**  
Subscription **Cobweb Web Hosting 12-Months : 1030643**

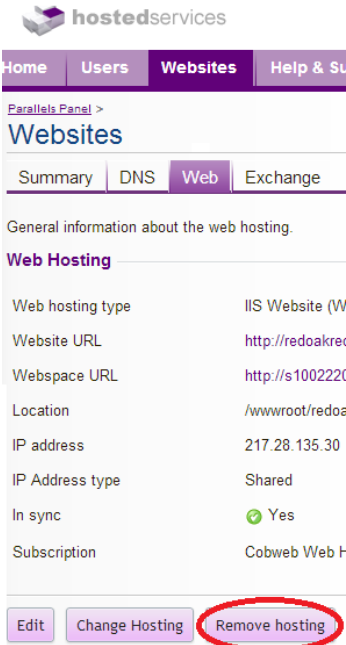
6. Select Microsoft Websites from the headers provided and then select deactivate



7. Now go to the Web Tab



8. Select the option to Remove hosting



This means that the hosting of the Website has now been stopped. All that is required now is to cancel the billing element of the service





9. Go back into the customer's account within the Billing Section

Home > Operations > Customers Screen ID: \_\_\_\_\_

### Customers

Direct Customers | All Customers

---

**Customers**

[New Customer Account](#) | [Search For Account](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
<input type="text" value="parallels"/>	<input type="text" value="parallels"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

6 total | [Hide Search](#) [Select C](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

10. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

**Account Information**

Account: 1003221  
Company Name: Parallels Test

11. Select the Web Hosting Subscription

Home > Operations > Customers >

### Account #1003221 Parallels Test

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

**Subscriptions**

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status	Parent Subscription ID
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Active	<input type="text"/>	<input type="text"/>

1 total | [Hide Search](#) [Search](#) [R](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030643	Cobweb Web Hosting 12-Months	Cobweb Web Hosting 12-Months	15-Aug-2014	15-Aug-2015	Active	Running

12. Select the option to Cancel Subscription

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030643 Cobweb Web Hostir

General | Notes | Orders | Resources | Service Status History

[Renew Subscription](#) | [Synchronize](#) | **[Cancel Subscription](#)** | [Destroy](#)

---

**Main**

ID: 1030643  
Subscription Name: Cobweb Web Hosting 12-Months  
Customer: 1003221 Parallels Test

13. On the next screen there are a few options to change and update:
  - a. Untick "Include Cancellation Fee"
  - b. Untick "Include Overusage/Recurring"
  - c. Change option for How to process refund to be "Credit Memo"
  - d. Update Reason Code
  - e. Enter a Comment
  - f. Press Next

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030643 Cobweb Web Hosting 12-Months >

### Cancel Subscription

1 Set Options      2 Confirm Order

**Cancellation Options**

Include Refunds

Include Cancellation Fee

Include Overusage/Recurring

How to process refund  Refund using default payment method  
 Credit Memo

Reason Code \*

Comment \*

**Order Information**

Order Date 15-Aug-2014

Total 0.00 GBP (Charge Customer)

\*Required fields

**Order Details**

2 total

ID	Description	Detail
1	Refund of Setup Fee for Subscription #1030643.	Plan Setup Refund
2	Managed Web Hosting 12-Months Cancellation	Cancellation

14. Check the order total is £0.00 as there should be no charge for cancelling the services. Once happy, press "Place Order"

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030643 Cobweb Web Hosting 12-Months >

### Cancel Subscription

1 Set Options      2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes 0.00 GBP

Tax Total 0.00 GBP

Total 0.00 GBP

Comments Cancellation of Subscription #1030643. Cancellation Reason: No Longer Used. No Longer Required.

**Order Details**

ID	Description	Detail Type	Quantity
1	Refund of Setup Fee for Subscription #1030643.	Plan Setup Refund	-1.00 Item
2	Managed Web Hosting 12-Months Cancellation	Cancellation	1.00 Item

\*Required fields



15. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030643 Cobweb Web Hosting 12-Months

General | Notes | Orders | Resources | Service Status History | Service Props

✓ Cancellation Order #CL008995 has been placed.

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID	1030643
Subscription Name	Cobweb Web Hosting 12-Months
Customer	1003221 Parallels Test

16. Select the Cancellation Order in New Status

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | Subscriptions | Terms and Conditions | Users

General | Documents | Notes | **Orders**

**Customer Orders**

+ Add New Order | + View Archive | + Bulk Archive | - Archive

1 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Account Name	Order Date	Status
<input type="checkbox"/>	CL008995	Cancellation Order	Parallels Test	15-Aug-2014	<input type="radio"/> New

1 total

17. Select Open Order

Home > Operations > Customers > Account #1003221 Parallels Test >

### Order CL008995 of 15-Aug-2014

General | Service Usage Details | Notes | Attributes | Provisioning Items | Documents

Cancel Order | **Open Order**

Order ID	1036139
Order Number	CL008995
Order Type	CF Cancellation Order
Customer	1003221 Parallels Test
Order Status	<input type="radio"/> New
Creation Time	15-Aug-2014 13:30:00



18. The order will now go to a state of Completed. The final step is to destroy the subscription. Go to Subscriptions

Home > Operations > Customers >  
**Account #1003221 Parallels Test**

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

**Account Information**

Account	1003221
Company Name	Parallels Test

19. Choose the subscription from the list

Home > Operations > Customers >  
**Account #1003221 Parallels Test**

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030643	Cobweb Web Hosting 12-Months	Cobweb Web Hosting 12-Months	15-Aug-2014	15-Aug-2015	<input type="radio"/> Canceled	<input checked="" type="radio"/> Stopped

1 total

20. Press Destroy Subscription

Home > Operations > Customers > Account #1003221 Parallels Test >  
**Subscription #1030643 Cobweb Web Hosting 12-Months**

General | Notes | Orders | Resources | Service Status History | Service Props

Restore Subscription | Synchronize | Cancel Subscription | **Destroy**

---

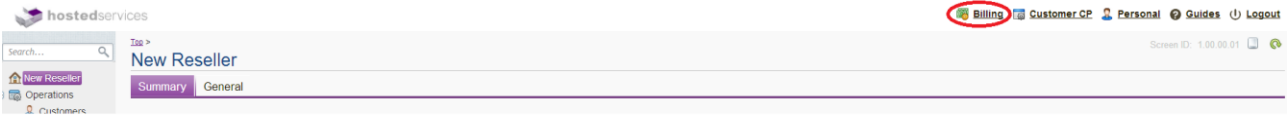
**Main**

ID	1030643
Subscription Name	Cobweb Web Hosting 12-Months
Customer	1003221 Parallels Test
Service Plan	620 Cobweb Web Hosting 12-Months [Switch Plan]

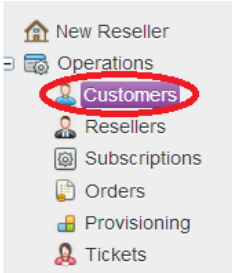
This will destroy the subscription and all remnants that remain on the system.

## Cancelling Blackberry Licences

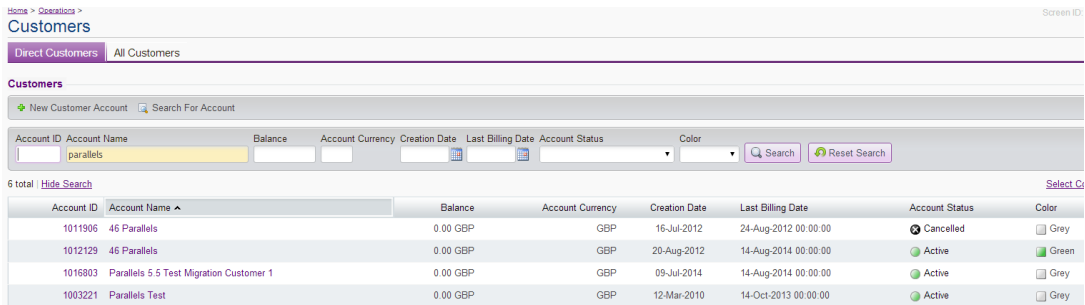
1. You will need to go to the Billing side of the Control Panel:



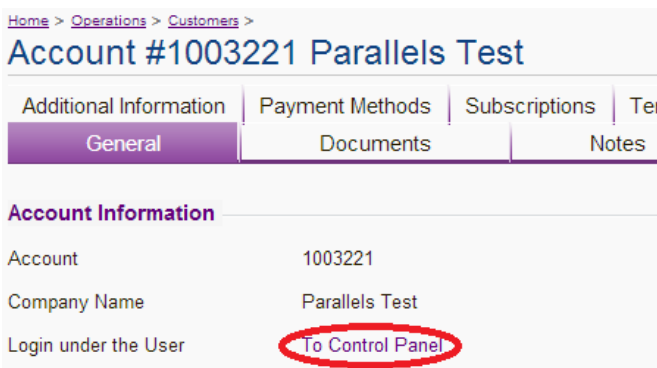
2. Now find the account that you are looking to cancel the Blackberry devices for. Select the option called Customers



3. Find the customer from the list



4. Login to the Customers Control Panel



5. Select the Blackberry Subscription from the drop down box in the top right hand corner of your screen. This will generally be within a Business Hosting Plan

Subscriber **Parallels Test (Account ID: 1003221)**  
Subscription Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307



6. Select Exchange from the headers provided and then choose Mobile Devices

hostedservices Subscriber: Parallels Test (Account ID: 1003221)  
Subscription: Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307 Logout

Home Users **Exchange** Help & Support Directory Synchronization More Services Account

Parallels Panel > Exchange Screen ID: 2.52.02.01

Mailboxes Contacts Distribution Lists Storage Usage Report **Mobile Devices** More Services

+ Add New Mailbox + Import Mailboxes - Delete

7. Select Blackberry Accounts

hostedservices Subscriber: Parallels Test (Account ID: 1003221)  
Subscription: Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307

Home Users **Exchange** Help & Support Directory Synchronization More Services Account

Parallels Panel > Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report **Mobile Devices** More Services

On this screen you can choose desired type of your mobile devices to manage.

**BlackBerry Accounts**  
This section allows you to manage the BlackBerry services for your mailboxes.

8. Highlight all users selecting the top tick box and then select Delete Account

hostedservices

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack

Parallels Panel > Exchange > BlackBerry Accounts

+ Add New Account - Delete Account

5 total | Show Search

<input checked="" type="checkbox"/>	ID	Account	E-mail address	Device P
<input checked="" type="checkbox"/>	20298	User1	user1@cobwebtraining.com	
<input checked="" type="checkbox"/>	20299	User2	user2@cobwebtraining.com	
<input checked="" type="checkbox"/>	20300	User3	user3@cobwebtraining.com	
<input checked="" type="checkbox"/>	20301	User4	user4@cobwebtraining.com	
<input checked="" type="checkbox"/>	20302	User5	user5@cobwebtraining.com	

5 total

9. DO NOT click to Wipe Devices. Just select OK

hostedservices

Home Users **Exchange** SharePoint

Parallels Panel > Exchange > BlackBerry Accounts

! Do you really want to delete selected accounts?

Wipe device before deleting account

Ok Cancel

- If you are performing a Full Cancellation of all services, please skip the remainder of these instructions and continue with the next service. Once you have removed all services from the panel, you will need to follow the guide for Cancelling your Exchange Subscription.
- If you are performing a service cancellation, please proceed with the instructions below:

10. Go back into the customer's account within the Billing Section

Home > Operations > Customers

Customers

Direct Customers | All Customers

Customers

New Customer Account Search For Account

Account ID Account Name Balance Account Currency Creation Date Last Billing Date Account Status Color

parallels

Search Reset Search

6 total Hide Search Select C

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	15-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

11. Select the Subscriptions Tab

Home > Operations > Customers >

Account #1000152 Cob Management

Additional Information | Payment Methods | Subscriptions | Terms and Conditions | Users

General | Documents | Notes | Orders

Account Information

Account 1000152

Company Name Cob Management

12. Select Exchange Subscription

Home > Operations > Customers >

Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | Subscriptions | Terms and Conditions | Users

Subscriptions

1 total Show Search

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Statu
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

13. Select the option for Resources

Home > Operations > Customers > Account #1000152 Cob Management >

Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

Renew Subscription Synchronize Cancel Subscription Destroy

Main

ID 1023969

Subscription Name Flex Plan 2013 12-Month

Customer 1000152 Cob Management

Service Plan 5501 Flex Plan 2013 12-Month [Switch Plan]

14. Put a Tick in the box next to Blackberry Enterprise and then select Upgrade Resource Limits

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

**Subscription Resources**

Upgrade Resource Limits  Synchronize  Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional	Used	Ordered	UOM
<input type="checkbox"/>								
<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>								
<input type="button" value="Search"/> <input type="button" value="Reset Search"/>								
27 total   <a href="#">Hide Search</a>								
<input type="checkbox"/>	Resource ID	Resource	Status	Resource Category	Included	Additional		
<input type="checkbox"/>	100350	SharePoint Foundation 10 Users with 10GB	Installed	SharePoint Foundation 2010	0.00	1.00		
<input type="checkbox"/>	100433	Global Relay - Message Archiver Additional User (Unlimited Retention)	Installed	Global Relay	0.00	5.00		
<input type="checkbox"/>	100514	Exchange Professional 2013	Installed	Mailboxes	0.00	5.00		
<input type="checkbox"/>	100515	Exchange Disclaimer 2013	Installed	Disclaimer	0.00	1.00		
<input type="checkbox"/>	100546	Lync	Installed	Lync 2013	0.00	5.00		
<input type="checkbox"/>	100557	Enable Lync	Installed	Lync 2013	0.00	1.00		
<input checked="" type="checkbox"/>	100558	Exchange Blackberry Enterprise	Installed	Mobile Connectivity	0.00	5.00		

15. On the next screen Tick the Tick-box, enter the order number as a negative but to match the total number of items provided. Then hit Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource 2 Confirm Order

**Subscription #1023969 Flex Plan 2013 12-Month**

1 total | [Show Search](#)

<input type="checkbox"/>	Resource ID	Resource	Status	Included	Additional	Used	Place Order for
<input checked="" type="checkbox"/>	100558	Exchange Blackberry Enterprise	Installed	0.00	5.00	0.00	-5

1 total

16. Check the order total is £0.00 as there should be no charge for cancelling the services. Once happy, press "Place Order"

Home > Operations > Customer > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource 2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes	0.00 GBP
Tax Total	0.00 GBP
Total	0.00 GBP

Comments

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price
1	Refund for Additional Resource 'Exchange Blackberry Enterprise' downgrade.	Resource Downgrade	-5.00 Item	0.74 month(s)	6.99 GBP

\*Required fields



17. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

Upgrade Order #UG034137 has been placed.

#### Subscription Resources

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Order Number

27 total | [Hide Search](#)

18. Select the Cancellation Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

#### Customer Orders

Add New Order | Delete

5 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	UG034137	Upgrade Order	04-Sep-2014	<input type="radio"/> New

19. Select Open Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 FI

### Order UG034137 of 04-Sep-2014

General | Service Usage Details | Notes | Attributes | Documents

Order ID: 1052262  
Order Number: UG034137  
Order Type: UG Upgrade Order  
Customer: 1000152 Cob Management  
Order Status:  New  
Creation Time: 04-Sep-2014 15:36:00

20. The order will now go to a state of Completed.

## Cancelling Global Relay

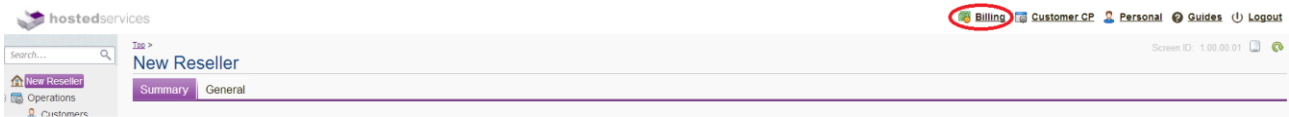
**Please Note:** When you perform a full cancellation of Global Relay Services, you will need to contact Global Relay direct to inform them that the customer is no longer using the services. Please send the email to [partners@globalrelay.net](mailto:partners@globalrelay.net) with the following information:

- Domain that was used for Archiving,
- Date of Termination of Services,
- A Contact Name,
- Details of the Archive Administrator (see image on point 7 to find the data)

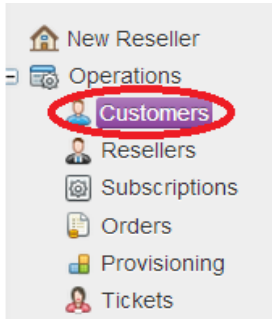
Global Relay will then confirm that they have switched off the service. They will also contact your customer directly to discuss what to do with the archived data.

To perform the cancellation please follow the steps below:

1. You will need to go to the Billing side of the Control Panel:



2. Now find the account that you are looking to cancel the Global Relay for. Select the option called Customers

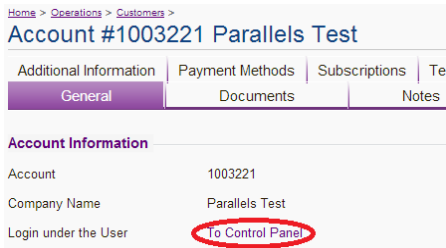


3. Find the customer from the list

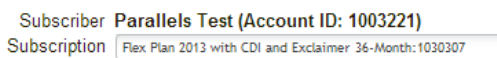
A screenshot of the 'Customers' page in the control panel. The page title is 'Customers' and there are tabs for 'Direct Customers' and 'All Customers'. Below the tabs, there is a search bar with the text 'parallels' entered. Below the search bar, there is a table with the following columns: Account ID, Account Name, Balance, Account Currency, Creation Date, Last Billing Date, Account Status, and Color. The table contains 6 rows of data.

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

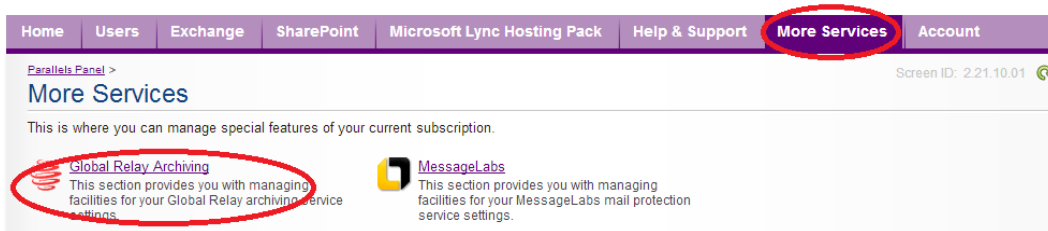
4. Login to the Customers Control Panel



5. Select the Blackberry Subscription from the drop down box in the top right hand corner of your screen. This will generally be within a Business Hosting Plan



6. Select More Services from the headers provided and then select Global Relay Archiving



7. Select the Recipients Tab



8. You will need to select all recipients and then select delete

The screenshot shows the 'Global Relay Archiving' interface with the 'Recipients' tab selected. At the top, there are navigation tabs: Home, Users, Exchange, SharePoint, Microsoft Lync Hosting Pack, and Help. Below the title, there are 'Summary' and 'Recipients' tabs. A message reads: 'List of recipients enabled for archiving.' Below this is a toolbar with 'Add' and 'Delete' buttons. A table lists 5 recipients with checkboxes in the first column. The 'Delete' button and the first checkbox in the table are circled in red.

ID	Display name	E-mail address
25360	User1	user1@cobwebtraining.com
25362	User2	user2@cobwebtraining.com
25358	User3	user3@cobwebtraining.com
25359	User4	user4@cobwebtraining.com
25361	User5	user5@cobwebtraining.com

9. You may see the following message pop up which you need to select OK to confirm you are happy to disable the archiving for users

The dialog box contains the text: 'The page at https://controlpanel.cobweb.com says: Do you really want to disable archiving for selected recipients?' At the bottom, there are 'OK' and 'Cancel' buttons. The 'OK' button is circled in red.

10. Select The Summary Tab and press Deactivate, this will deactivate the service

The screenshot shows the 'Global Relay Archiving' interface with the 'Summary' tab selected. The 'Summary' tab is circled in red. Below the title, there is a 'Deactivate' button, also circled in red. The status is shown as 'Activated' with a green checkmark. Other details include 'Archive administrator: admin@cobwebtraining.com' and 'Recipients: 0'.

- If you are performing a Full Cancellation of all services, please skip the remainder of these instructions and continue with the next service. Once you have removed all services from the panel, you will need to follow the guide for Cancelling your Exchange Subscription.
- If you are performing a service cancellation, please proceed with the instructions below:

11. Go back into the customer's account within the Billing Section

Home > Operations > Customers

Direct Customers | All Customers

Customers

New Customer Account | Search For Account

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

12. Select the Subscriptions Tab

Home > Operations > Customers > Account #1000152 Cob Management

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

Account Information

Account: 1000152  
Company Name: Cob Management

13. Select Exchange Subscription

Home > Operations > Customers > Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

Subscriptions

1 total | Show Search

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

14. Select the option for Resources

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

Renew Subscription | Synchronize | Cancel Subscription | Destroy

Main

ID: 1023969  
Subscription Name: Flex Plan 2013 12-Month  
Customer: 1000152 Cob Management  
Service Plan: 5501 Flex Plan 2013 12-Month [Switch Plan]

15. Put a tick in the box next to Global Relay and then select Upgrade Resource Limits

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

**Subscription Resources**

Upgrade Resource Limits  Synchronize  Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional	Used
<input type="checkbox"/>	1000366 Outlook Client Licence	Installed	Outlook 2013 Client License			
<input type="checkbox"/>	100546 Lync	Installed	Lync 2013			
<input type="checkbox"/>	100514 Exchange Professional 2013	Installed	Mailboxes			
<input checked="" type="checkbox"/>	100433 Global Relay - Message Archiver Additional User (Unlimited Retention)	Installed	Global Relay			
<input type="checkbox"/>	100557 Enable Lync	Installed	Lync 2013			
<input type="checkbox"/>	100515 Exchange Disclaimer 2013	Installed	Disclaimer			
<input type="checkbox"/>	100350 SharePoint Foundation 10 Users with 10GB	Installed	SharePoint Foundation 2010			

16. On the next screen Tick the Tick-box, enter the order number as a negative but to match the total number of items provided. Then hit Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

Subscription #1023969 Flex Plan 2013 12-Month

1 total | Show Search

Resource ID	Resource	Status	Included	Additional	Used	Place Order for
<input checked="" type="checkbox"/>	100433 Global Relay - Message Archiver Additional User (Unlimited Retention)	Installed	0.00	5.00	0.00	-5

1 total

17. Select Place Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

Subscription #1023969 Flex Plan 2013 12-Month

Upgrade Resource | **Confirm Order**

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes	0.00 GBP
Tax Total	0.00 GBP
Total	0.00 GBP

Comments

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price	Discount Amount	Extended Price
1	Refund for Additional Resource 'Global Relay - Message Archiver Additional User (Unlimited Retention)' downgrade.	Resource Downgrade	-5.00 Item	0.10 month(s)	3.50 GBP	-1.75 GBP	0.00 GBP

\*Required fields

18. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

✔ Upgrade Order #UG034150 has been placed.

#### Subscription Resources

⚙ Upgrade Resource Limits | 🔄 Synchronize | ✖ Remove Resource(s)

Resource ID	Resource	Status	Resource Category
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

27 total | [Hide Search](#)

19. Select the Upgrade Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

#### Customer Orders

➕ Add New Order | ✖ Delete

6 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	UG034150	Upgrade Order	04-Sep-2014	<input type="radio"/> New

20. Select Open Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Order UG034150 of 04-Sep-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History

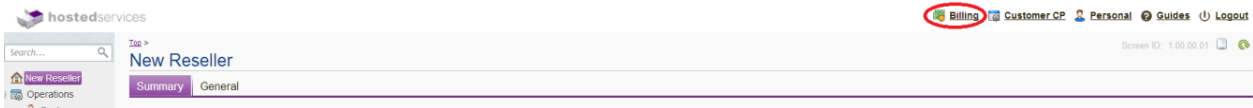
Order ID: 1052315  
Order Number: UG034150  
Order Type: UG Upgrade Order  
Customer: 1000152 Cob Management  
Order Status:  New  
Creation Time: 04-Sep-2014 16:52:00

21. The order will now go to a state of Completed.

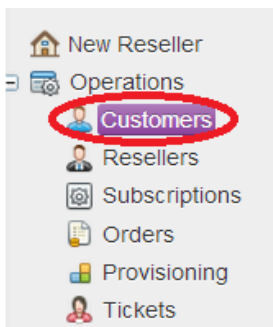
## Cancelling SharePoint

**Please Note:** If the SharePoint Site is over 5Gb in size we require you to contact us before a cancellation is processed within the Control Panel. Please send an email to [support@cobweb.com](mailto:support@cobweb.com) advising that you wish to do this. A case will be logged and work at the back end will be performed. Once this work has been completed, you will receive confirmation that you can go ahead and complete the cancellation of the site.

1. You will need to go to the Billing side of the Control Panel:



2. Now find the account that you are looking to cancel the SharePoint for. Select the option called Customers



3. Find the customer from the list

Home > Operations > Customers

Direct Customers | All Customers

Customers

+ New Customer Account | Search For Account

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

4. Login to the Customers Control Panel

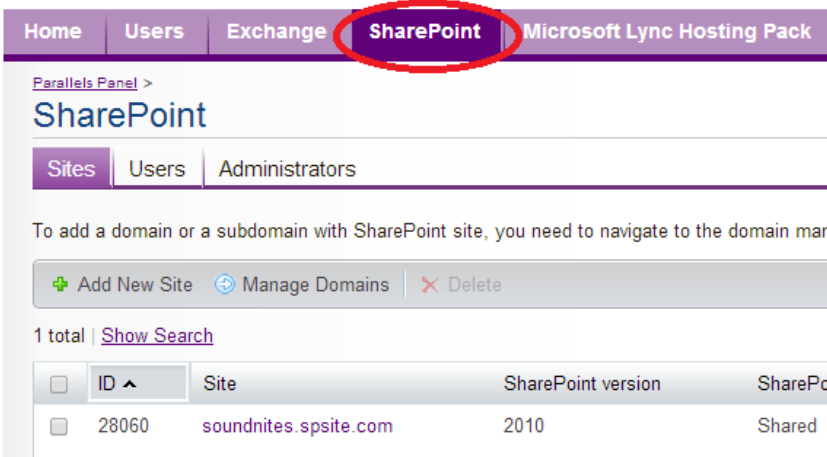




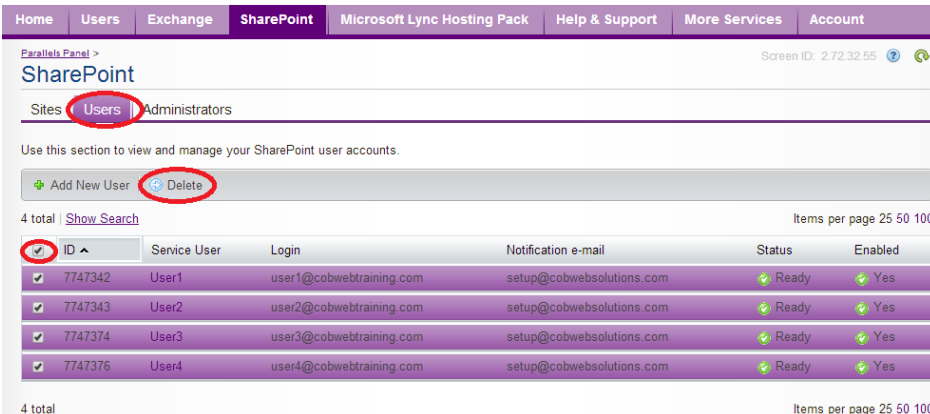
5. Select the SharePoint Subscription from the drop down box in the top right hand corner of your screen. This will generally be within a Business Hosting Plan

Subscriber **Parallels Test (Account ID: 1003221)**  
 Subscription Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307

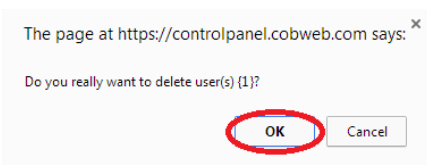
6. Select SharePoint from the headers provided



7. Now go to the Users Tab, tick all Users and delete



8. You will see the next box appear which you need to confirm OK



9. Once all Users have been removed from the list, select the Tab for Sites, select the site and press delete

- If you are performing a Full Cancellation of all services, please skip the remainder of these instructions and continue with the next service. Once you have removed all services from the panel, you will need to follow the guide for Cancelling your Exchange Subscription.
- If you are performing a service cancellation, please proceed with the instructions below:

10. Go back into the customer's account within the Billing Section

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

11. Select the Subscriptions Tab

12. Select Exchange Subscription

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

13. Select the option for Resources

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID	1023969
Subscription Name	Flex Plan 2013 12-Month
Customer	1000152 Cob Management
Service Plan	5501 Flex Plan 2013 12-Month [Switch Plan]

14. Put a tick in the box next to SharePoint Services and then select Upgrade Resource Limits

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

**Subscription Resources**

Upgrade Resource Limits |  Synchronize |  Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional
100350	SharePoint Foundation 10 Users with 10GB	Installed	SharePoint Foundation 2010		
100514	Exchange Professional 2013	Installed	Mailboxes		
100515	Exchange Disclaimer 2013	Installed	Disclaimer		

27 total | Hide Search

15. On the next screen Tick the Tick-box, enter the order number as a negative but to match the total number of items provided. Then hit Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource | 2 Confirm Order

**Subscription #1023969 Flex Plan 2013 12-Month**

1 total | Show Search

Resource ID	Resource	Status	Included	Additional	Used	Place Order for
<input checked="" type="checkbox"/> 100350	SharePoint Foundation 10 Users with 10GB	Installed	0.00	1.00	0.00	<input type="text" value="-1"/>

1 total

16. Select Place Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month > Screen ID: 03.30.30

### Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource    2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes	0.00 GBP
Tax Total	0.00 GBP
Total	0.00 GBP

Comments

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price	Discount Amount	Extended Price
1	Refund for Additional Resource 'Global Relay - Message Archiver Additional User (Unlimited Retention)' downgrade.	Resource Downgrade	-5.00 Item	0.10 month(s)	3.50 GBP	-1.75 GBP	0.00 GBP

\*Required fields

Back **Place Order** Cancel

17. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

Upgrade Order #UG034150 has been placed.

**Subscription Resources**

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

27 total | [Hide Search](#)

18. Select the Upgrade Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

**Customer Orders**

Add New Order | Delete

6 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	UG034150	Upgrade Order	04-Sep-2014	<input type="radio"/> New

19. Select Open Order

[Home](#) > [Operations](#) > [Customers](#) > [Account #1000152 Cob Management](#) > [Subscription #1023969 Flex Plan 2013 12-Month](#)

## Order UG034150 of 04-Sep-2014

General | Service Usage Details | Notes | Attributes | Documents | Status History

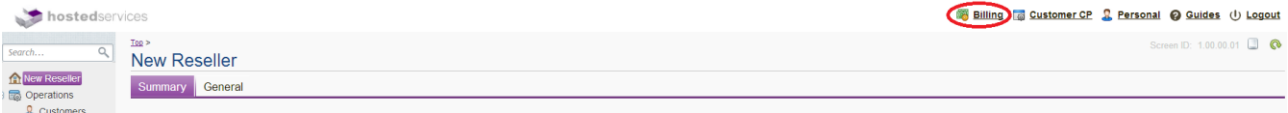
Order ID	1052315
Order Number	UG034150
Order Type	UG Upgrade Order
Customer	1000152 Cob Management
Order Status	<input type="radio"/> New
Creation Time	04-Sep-2014 16:52:00

20. The order will now go to a state of Completed.

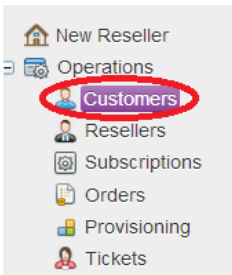
## Cancelling Lync Services

**Please Note:** These instructions explain how to cancel all versions of Lync except for Lync Voice. If you are using Lync Voice, please contact [support@cobweb.com](mailto:support@cobweb.com) and we can remove this for you.

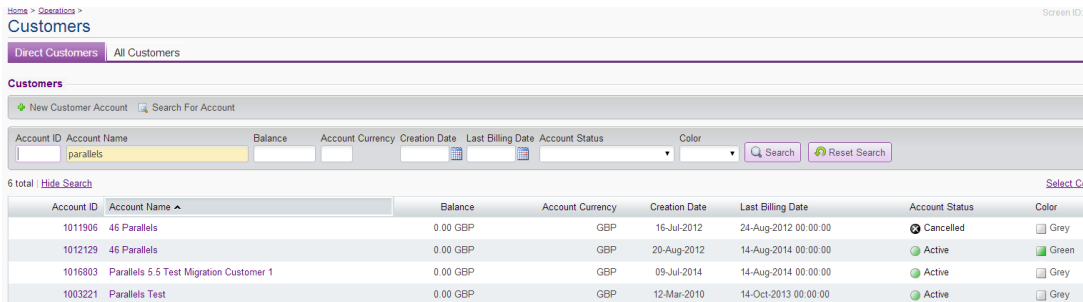
1. You will need to go to the Billing side of the Control Panel:



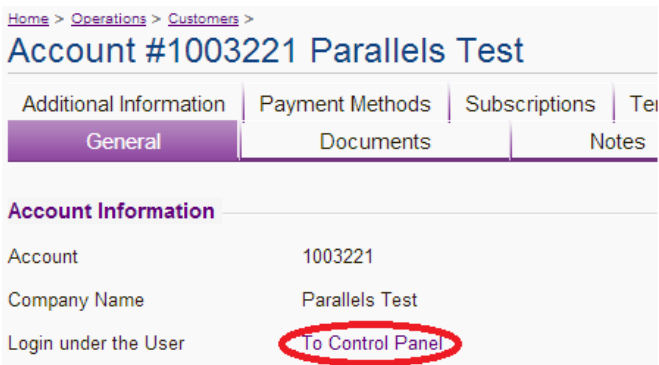
2. Now find the account that you are looking to cancel the Lync for. Select the option called Customers



3. Find the customer from the list



4. Login to the Customers Control Panel



- Select the Lync Subscription from the drop down box in the top right hand corner of your screen

Subscriber **Parallels Test (Account ID: 1003221)**  
 Subscription Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307

- Select Microsoft Lync Hosting Pack from the headers provided. Select the users to be deleted and then press remove

COBWEB Subscriber Subscription

Home Users Exchange SharePoint **Microsoft Lync Hosting Pack** Help & Support

Parallels Panel > Configuration

Users Configuration

Lync user configuration

+ Add New **Remove**

3 total | Show Search

<input checked="" type="checkbox"/>	Service User ^	Login	Type
<input checked="" type="checkbox"/>	User1	user1@cobwebtraining.com	Lync 2013 Standard (IM/Presence) User
<input checked="" type="checkbox"/>	User2	user2@cobwebtraining.com	Lync 2013 Standard (IM/Presence) User
<input checked="" type="checkbox"/>	User3	user3@cobwebtraining.com	Lync 2013 Standard (IM/Presence) User

- A pop up should appear confirming that you wish to remove the user(s). Select Ok

The page at https://controlpanel.cobweb.com says: x

Do you really want to remove selected User?

OK Cancel

- If you are performing a Full Cancellation of all services, please skip the remainder of these instructions and continue with the next service. Once you have removed all services from the panel, you will need to follow the guide for Cancelling your Exchange Subscription.
- If you are performing a service cancellation, please proceed with the instructions below:

- Go back into the customer’s account within the Billing Section

Home > Operations > Customers Screen ID:

Direct Customers All Customers

Customers

+ New Customer Account Search For Account

Account ID Account Name Balance Account Currency Creation Date Last Billing Date Account Status Color Search Reset Search

6 total Hide Search Select C

Account ID	Account Name ^	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

9. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1000152 Cob Management

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

**Account Information**

Account: 1000152  
Company Name: Cob Management

10. Select Exchange Subscription

Home > Operations > Customers >

### Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

11. Select the option for Resources

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID: 1023969  
Subscription Name: Flex Plan 2013 12-Month  
Customer: 1000152 Cob Management  
Service Plan: 5501 Flex Plan 2013 12-Month [Switch Plan]

12. Put a tick in the box next to Lync Services and then select Upgrade Resource Limits

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

**Subscription Resources**

**Upgrade Resource Limits** | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included
100514	Exchange Professional 2013	Installed	Mailboxes	<input type="checkbox"/>
100515	Exchange Disclaimer 2013	Installed	Disclaimer	<input type="checkbox"/>
100519	Exchange Web 2013	Installed	Mailboxes	<input type="checkbox"/>
100544	Exchange Resource Mailbox 2013	Installed	Mailboxes	<input type="checkbox"/>
<input checked="" type="checkbox"/>	100546 Lync	Installed	Lync 2013	<input type="checkbox"/>
<input checked="" type="checkbox"/>	100557 Enable Lync	Installed	Lync 2013	<input type="checkbox"/>



- On the next screen Tick the Tick-box, enter the order number as a negative but to match the total number of items provided. Then hit Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Subscription #1023969 Flex Plan 2013 12-Month

1 total | [Show Search](#)

<input type="checkbox"/>	Resource ID	Resource	Status	Included	Additional	Used	Place Order for
<input checked="" type="checkbox"/>	100433	Global Relay - Message Archiver Additional User (Unlimited Retention)	Installed	0.00	5.00	0.00	-5

1 total

[Next >>](#) [Cancel](#)

- Select Place Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Subscription #1023969 Flex Plan 2013 12-Month

Screen ID: 03.30.30

1 Upgrade Resource 2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes 0.00 GBP  
 Tax Total 0.00 GBP  
 Total 0.00 GBP

Comments

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price	Discount Amount	Extended Price
1	Refund for Additional Resource 'Global Relay - Message Archiver Additional User (Unlimited Retention)' downgrade.	Resource Downgrade	-5.00 Item	0.10 month(s)	3.50 GBP	-1.75 GBP	0.00 GBP

\*Required fields

[Back](#) [Place Order](#) [Cancel](#)

- The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

Upgrade Order #UG034150 has been placed.

**Subscription Resources**

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Search](#) [Reset Search](#)

27 total | [Hide Search](#)

- Select the Upgrade Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

**Customer Orders**

Add New Order | Delete

6 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	UG034150	Upgrade Order	04-Sep-2014	<input type="radio"/> New

17. Select Open Order

[Home](#) > [Operations](#) > [Customers](#) > [Account #1000152 Cob Management](#) > [Subscription #1023969 Flex Plan 2013 12-Month](#)

## Order UG034150 of 04-Sep-2014

[General](#) | [Service Usage Details](#) | [Notes](#) | [Attributes](#) | [Documents](#) | [Status History](#)

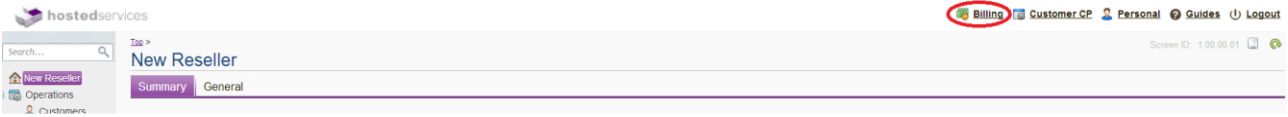
[Cancel Order](#) | [Open Order](#)

Order ID	1052315
Order Number	UG034150
Order Type	UG Upgrade Order
Customer	1000152 Cob Management
Order Status	<input type="radio"/> New
Creation Time	04-Sep-2014 16:52:00

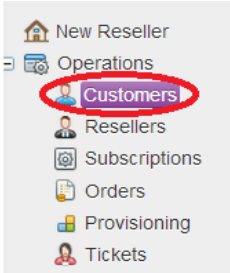
18. The order will now go to a state of Completed.

## Cancelling Email Exchange Service

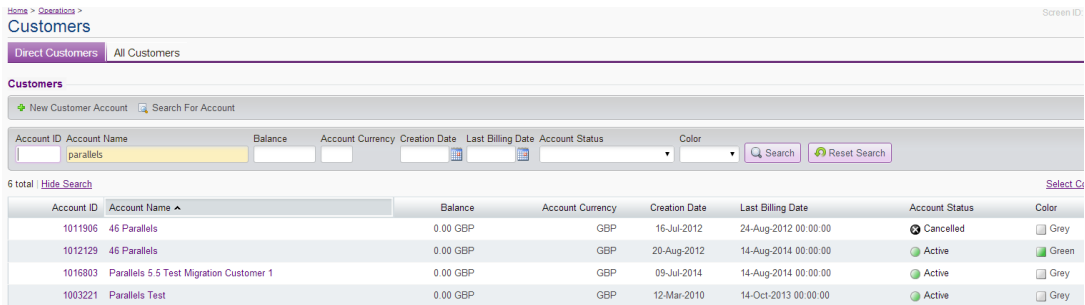
1. You will need to go to the Billing side of the Control Panel:



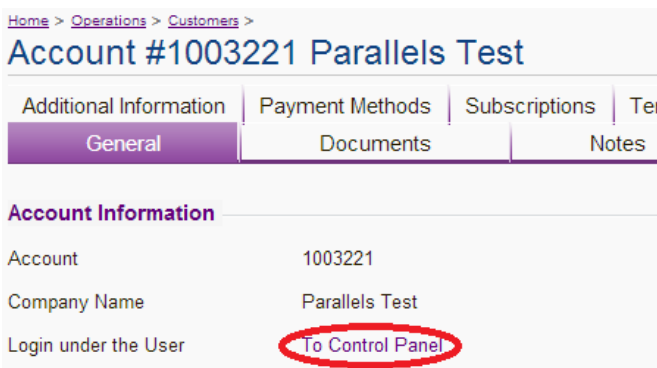
2. Now find the account that you are looking to cancel the Email Exchange for. Select the option called Customers



3. Find the customer from the list



4. Login to the Customers Control Panel



5. Find the Exchange Subscription in the drop down box

Subscriber **Parallels Test (Account ID: 1003221)**  
Subscription **Flex Plan 2013 with CDI and Exclaimer 36-Month:1030307**

- Select Exchange from the headers provided

COBWEB

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help

Parallels Panel >

Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report More Services

+ Add New Mailbox + Import Mailboxes X Delete

5 total | [Show Search](#)

<input type="checkbox"/>	ID ^	Display name	Login	E-mail address
<input type="checkbox"/>	3201470	User1	user1@cobwebtraining.com	user1@cobwebtr
<input type="checkbox"/>	3201472	User2	user2@cobwebtraining.com	user2@cobwebtr

- Before the mailboxes are deleted, any attached services will need to be removed. First go to More Services

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >

Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report **More Services**

Choose one of additional Exchange services to view or manage.

[Resource Mailboxes](#)  
This section provides general management facilities for your resource mailboxes. You can view and manage the list of resource mailboxes, create new and delete existing ones.

[Company Disclaimers](#)  
Company disclaimer is a statement which is automatically added to all outgoing emails. This section allows you to create, delete and manage company disclaimers.

- If you have company Disclaimers, remove these items first by selecting the header for Company Disclaimers

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >

Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report More Services

Choose one of additional Exchange services to view or manage.

[Resource Mailboxes](#)  
This section provides general management facilities for your resource mailboxes. You can view and manage the list of resource mailboxes, create new and delete existing ones.

[Company Disclaimers](#)  
Company disclaimer is a statement which is automatically added to all outgoing emails. This section allows you to create, delete and manage company disclaimers.

- Select the Disclaimers to be cancelled and then press Delete

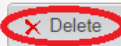
**COBWEB**

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack

Parallels Panel > Exchange >

## Company Disclaimers

Company disclaimer is a statement which is automatically added to all outgoing emails. See usage.

 Delete

1 total | [Show Search](#)

<input checked="" type="checkbox"/>	ID ▲	Display name	Sent to
<input checked="" type="checkbox"/>	344	Cobweb Training	Internal recipients

- If you have any Resource Mailboxes, select the option next

**COBWEB** Sul  
Subs


Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >


## Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report More Services

Choose one of additional Exchange services to view or manage.



[Resource Mailboxes](#)  
This section provides general management facilities for your resource mailboxes. You can view and manage the list of resource mailboxes, create new and delete existing ones.



[Company Disclaimers](#)  
Company disclaimer is a statement which is automatically added to all outgoing emails. This section allows you to create, delete and manage company disclaimers.

- Select the Resource Mailboxes to be cancelled and press Delete


**COBWEB**

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help

Parallels Panel > Exchange >

## Resource Mailboxes

List of resource mailboxes. Resource mailboxes are mailboxes that represent conference rooms or other resources.

 Delete

1 total | [Show Search](#)

<input checked="" type="checkbox"/>	ID ▲	Display name	Resource type	Resource capacity	E-mail address
<input checked="" type="checkbox"/>	3298142	Cobweb Training Room	Room	2000000000	Room@

12. If you have Distribution Lists, these should be deleted next

## COBWEB

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >

### Exchange

Mailboxes Contacts **Distribution Lists** Storage Usage Report More Services

+ Add New Distribution List + Import Distribution Lists X Delete

2 total | [Show Search](#)

<input type="checkbox"/>	ID	Display name ^	Alias	E-mail address
<input type="checkbox"/>	1924528	All Exchange users	eg00045859	
<input type="checkbox"/>	3201516	Sales	Sales	user6@cobwebtraining.com

13. Select Distribution Lists to be deleted and then press Delete

## COBWEB

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >

### Exchange

Mailboxes Contacts Distribution Lists Storage Usage Report More Services

+ Add New Distribution List + Import Distribution Lists **X Delete**

2 total | [Show Search](#)

<input checked="" type="checkbox"/>	ID	Display name ^	Alias	E-mail address
<input checked="" type="checkbox"/>	1924528	All Exchange users	eg00045859	
<input checked="" type="checkbox"/>	3201516	Sales	Sales	user6@cobwebtraining.com

14. You will now need to select Contacts

## COBWEB

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel >

### Exchange

Mailboxes **Contacts** Distribution Lists Storage Usage Report More Services

+ Add New Contact + Import Contacts X Delete

2 total | [Show Search](#)

<input type="checkbox"/>	ID ^	Display name	Alias	External
<input type="checkbox"/>	3201512	Bob	Bob	BoB@T
<input type="checkbox"/>	3201513	Joe Bloggs	Joe	joe@Blc

15. Select the Contacts to be cancelled and press Delete

## COBWEB

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel > Exchange

Mailboxes **Contacts** Distribution Lists Storage Usage Report More Services

+ Add New Contact + Import Contacts **X Delete**

2 total | Show Search

<input checked="" type="checkbox"/>	ID ^	Display name	Alias	External E-mail address
<input checked="" type="checkbox"/>	3201512	Bob	Bob	BoB@Taylors.com
<input checked="" type="checkbox"/>	3201513	Joe Bloggs	Joe	joe@Bloggs.com

16. Now select the Mailboxes Header

## COBWEB

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel > Exchange

**Mailboxes** Contacts Distribution Lists Storage Usage Report More Services

+ Add New Mailbox + Import Mailboxes X Delete

5 total | Show Search

<input type="checkbox"/>	ID ^	Display name	Login	E-mail address
<input type="checkbox"/>	3201470	User1	user1@cobwebtraining.com	user1@cobwebtraining.com
<input type="checkbox"/>	3201472	User2	user2@cobwebtraining.com	user2@cobwebtraining.com
<input type="checkbox"/>	3201506	User3	user3@cobwebtraining.com	user3@cobwebtraining.com

17. Select the Mailboxes to be cancelled and press Delete

## COBWEB

Home Users **Exchange** SharePoint Microsoft Lync Hosting Pack Help & Support

Parallels Panel > Exchange

Mailboxes **Contacts** Distribution Lists Storage Usage Report More Services

+ Add New Mailbox + Import Mailboxes **X Delete**

5 total | Show Search

<input checked="" type="checkbox"/>	ID ^	Display name	Login	E-mail address
<input checked="" type="checkbox"/>	3201470	User1	user1@cobwebtraining.com	user1@cobwebtraining.com
<input checked="" type="checkbox"/>	3201472	User2	user2@cobwebtraining.com	user2@cobwebtraining.com
<input checked="" type="checkbox"/>	3201506	User3	user3@cobwebtraining.com	user3@cobwebtraining.com
<input checked="" type="checkbox"/>	3201509	User4	user4@cobwebtraining.com	user4@cobwebtraining.com
<input checked="" type="checkbox"/>	3201511	User5	user5@365-portal.com	user5@cobwebtraining.com

- If you are performing a Full Cancellation of all services, please skip the remainder of these instructions and continue with the next service. Once you have removed all services from the panel, you will need to follow the guide for Cancelling your Exchange Subscription.
- If you are performing a service cancellation, please proceed with the instructions below:

18. Go back into the customer's account within the Billing Section

Home > Operations > Customers

### Customers

Direct Customers | All Customers

---

Customers

[New Customer Account](#) [Search For Account](#)

Account ID Account Name Balance Account Currency Creation Date Last Billing Date Account Status Color

parallels

6 total | [Hide Search](#) [Select C](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	15-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

19. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1000152 Cob Management

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

Account Information

Account 1000152

Company Name Cob Management

20. Select Exchange Subscription

Home > Operations > Customers >

### Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

Subscriptions

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Statu
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

21. Select the option for Resources

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

[Renew Subscription](#) [Synchronize](#) [Cancel Subscription](#) [Destroy](#)

---

Main

ID 1023969

Subscription Name Flex Plan 2013 12-Month

Customer 1000152 Cob Management

Service Plan 5501 Flex Plan 2013 12-Month [Switch Plan]



22. Put a tick in the box next to Exchange Resources that you wish to remove and then select Upgrade Resource Limits

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

**Subscription Resources**

Upgrade Resource Limits | Synchronize | Remove Resource(s)

Resource ID	Resource	Status	Resource Category	Included	Additional

Relative Status:  Order Number:

27 total | [Hide Search](#)

<input type="checkbox"/>	Resource ID	Resource	Status	Resource Category
<input checked="" type="checkbox"/>	100350	SharePoint Foundation 10 Users with 10GB	Installed	SharePoint Foundation 2010
<input checked="" type="checkbox"/>	100514	Exchange Professional 2013	Installed	Mailboxes
<input checked="" type="checkbox"/>	100515	Exchange Disclaimer 2013	Installed	Disclaimer
<input checked="" type="checkbox"/>	100519	Exchange Web 2013	Installed	Mailboxes
<input checked="" type="checkbox"/>	100544	Exchange Resource Mailbox 2013	Installed	Mailboxes
<input checked="" type="checkbox"/>	100546	Lync	Installed	Lync 2013
<input checked="" type="checkbox"/>	100557	Enable Lync	Installed	Lync 2013
<input checked="" type="checkbox"/>	1000366	Outlook Client Licence	Installed	Outlook 2013 Client License
<input type="checkbox"/>	1000737	Exchange 2013/Maximum Allowed Mailbox Size	Installed	

23. On the next screen Tick the Tick-box, enter the order number as a negative but to match the total number of items provided. Then hit Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource | 2 Confirm Order

**Subscription #1023969 Flex Plan 2013 12-Month**

8 total | [Show Search](#)

<input checked="" type="checkbox"/>	Resource ID	Resource	Status	Included	Additional	Used	Place Order for
<input checked="" type="checkbox"/>	100350	SharePoint Foundation 10 Users with 10GB	Installed	0.00	1.00	0.00	-
<input checked="" type="checkbox"/>	100514	Exchange Professional 2013	Installed	0.00	5.00	0.00	5
<input checked="" type="checkbox"/>	100515	Exchange Disclaimer 2013	Installed	0.00	1.00	0.00	-1
<input checked="" type="checkbox"/>	100519	Exchange Web 2013	Installed	0.00	1.00	0.00	-1
<input checked="" type="checkbox"/>	100544	Exchange Resource Mailbox 2013	Installed	0.00	1.00	0.00	-1
<input checked="" type="checkbox"/>	100546	Lync	Installed	0.00	5.00	0.00	-5
<input checked="" type="checkbox"/>	100557	Enable Lync	Installed	0.00	1.00	0.00	-1
<input checked="" type="checkbox"/>	1000366	Outlook Client Licence	Installed	0.00	5.00	0.00	-

8 total

24. Select Place Order

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month > Screen ID: 03.30.30

### Subscription #1023969 Flex Plan 2013 12-Month

1 Upgrade Resource    2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes	0.00 GBP
Tax Total	0.00 GBP
Total	0.00 GBP

Comments

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price	Discount Amount	Extended Price
1	Refund for Additional Resource 'Global Relay - Message Archiver Additional User (Unlimited Retention)' downgrade.	Resource Downgrade	-5.00 Item	0.10 month(s)	3.50 GBP	-1.75 GBP	0.00 GBP

\*Required fields

[Back](#) [Place Order](#) [Cancel](#)

25. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | **Resources** | Service Status History | Service Props

✔ Upgrade Order #UG034150 has been placed.

**Subscription Resources**

➕ Upgrade Resource Limits    ↻ Synchronize    ✖ Remove Resource(s)

Resource ID	Resource	Status	Resource Category
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

27 total | [Hide Search](#)

26. Select the Upgrade Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

**Customer Orders**

➕ Add New Order    ✖ Delete

6 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	UG034150	Upgrade Order	04-Sep-2014	<input type="radio"/> New

27. Select Open Order

[Home](#) > [Operations](#) > [Customers](#) > [Account #1000152 Cob Management](#) > [Subscription #1023969 Flex Plan 2013 12-Month](#)

## Order UG034150 of 04-Sep-2014

[General](#) | [Service Usage Details](#) | [Notes](#) | [Attributes](#) | [Documents](#) | [Status History](#)

[Cancel Order](#) | [Open Order](#)

Order ID	1052315
Order Number	UG034150
Order Type	UG Upgrade Order
Customer	1000152 Cob Management
Order Status	<input type="radio"/> New
Creation Time	04-Sep-2014 16:52:00

28. The order will now go to a state of Completed.

## Canceling Exchange Subscription

1. Go to the customer's account within the Billing Section

Home > Operations > Customers Screen ID:

### Customers

Direct Customers | All Customers

---

**Customers**

[New Customer Account](#) |

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
<input type="text" value="parallels"/>							

6 total | [Hide Search](#) [Select C](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

2. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1000152 Cob Management

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

**Account Information**

Account: 1000152  
Company Name: Cob Management

3. Select Exchange Subscription

Home > Operations > Customers >

### Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1023969	Flex Plan 2013 12-Month	Flex Plan 2013 12-Month	07-Aug-2013	07-Aug-2015	Active	Running

4. Select Cancel Subscription

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

[Renew Subscription](#) | [Synchronize](#) | **[Cancel Subscription](#)** | [Destroy](#)

---

**Main**

ID: 1023969  
Subscription Name: Flex Plan 2013 12-Month  
Customer: 1000152 Cob Management  
Service Plan: 5501 Flex Plan 2013 12-Month [Switch Plan]

5. On the next screen there are a few options to change and update:
  - a. Untick "Include Cancellation Fee"
  - b. Untick "Include Overusage/Recurring"
  - c. Change option for How to process refund to be "Credit Memo"
  - d. Update Reason Code
  - e. Enter a Comment
  - f. Press Next

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023980 Flex Plan 2013 12-Month >

## Cancel Subscription

1 Set Options      2 Confirm Order

---

### Cancellation Options

Include Refunds   
 Include Cancellation Fee   
 Include Overusage/Recurring   
 How to process refund  
 Refund using default payment method  
 Credit Memo  
 Reason Code \*   
 Comment \*

---

### Order Information

Order Date: 10-Oct-2014  
 Total: 0.00 GBP (Charge Customer)

\*Required fields

---

### Order Details

6 total

ID	Description	Detail Type	Quantity	Duration	Unit Price
1	Exchange Professional 2013 Cancellation	Cancellation	5.00 Item	9.00 month(s)	4.59 GBP
2	Exchange Disclaimer 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	10.00 GBP
3	Exchange Web 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	2.99 GBP
4	Exchange Resource Mailbox 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	1.49 GBP
5	Lync Cancellation	Cancellation	5.00 Item	9.00 month(s)	1.69 GBP
6	Outlook Client Licence Cancellation	Cancellation	5.00 Item	9.00 month(s)	1.49 GBP

6. On the next screen you will see a confirmation of the order which should total £0.00. When happy press "Place Order"

Home > Operations > Customers > Account #1000152 Cob Management > Subscription #1023969 Flex Plan 2013 12-Month >

### Cancel Subscription

1 Set Options      2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes      0.00 GBP  
 Tax Total      0.00 GBP  
 Total      0.00 GBP  
 Comments      Cancellation of Subscription #1023969. Cancellation Reason: No Longer Used. No Longer Required.

**Order Details**

ID	Description	Detail Type	Quantity	Duration	Unit Price
1	Exchange Professional 2013 Cancellation	Cancellation	5.00 Item	9.00 month(s)	4.59 GBP
2	Exchange Disclaimer 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	10.00 GBP
3	Exchange Web 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	2.99 GBP
4	Exchange Resource Mailbox 2013 Cancellation	Cancellation	1.00 Item	9.00 month(s)	1.49 GBP
5	Lync Cancellation	Cancellation	5.00 Item	9.00 month(s)	1.69 GBP
6	Outlook Client Licence Cancellation	Cancellation	5.00 Item	9.00 month(s)	1.49 GBP

\*Required fields

Back **Place Order** Cancel

7. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

✓ Cancellation Order #CL009357 has been placed.

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID      1023969  
 Subscription Name      Flex Plan 2013 12-Month  
 Customer      1000152 Cob Management

8. Select the Cancellation Order in New Status

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | **Orders** | Resources | Service Status History | Service Props

**Customer Orders**

+ Add New Order      - Delete

10 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Order Date	Status
<input type="checkbox"/>	CL009357	Cancellation Order	10-Oct-2014	<input type="radio"/> New

9. Select Open Order

Home > Operations > Customer > Account #1003221 Parallels Test >

### Order CL008988 of 14-Aug-2014

General | Service Usage Details | Notes | Attributes | Provisioning Items | Documents

Cancel Order | **Open Order**

Order ID: 1035353  
Order Number: CL008988  
Order Type: CF Cancellation Order  
Customer: 1003221 Parallels Test  
Order Status:  New  
Creation Time: 14-Aug-2014 17:08:00

10. The order will now go to a state of Completed. The final step is to destroy the subscription. Go to Subscriptions

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

**Account Information**

Account: 1003221  
Company Name: Parallels Test

11. Choose the subscription from the list

Home > Operations > Customers >

### Account #1003221 Parallels Test

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030624	Hyper-V Web	Hyper-V Web	14-Aug-2014	14-Sep-2014	<input type="radio"/> Terminated	<input checked="" type="radio"/> Stopped

1 total

12. Press Destroy Subscription

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1023969 Flex Plan 2013 12-Month

General | Notes | Orders | Resources | Service Status History | Service Props

Renew Subscription | Restore Terminated Subscription | Synchronize | Cancel Subscription | **Destroy**

**Main**

ID: 1023969  
Subscription Name: Flex Plan 2013 12-Month  
Customer: 1000152 Cob Management

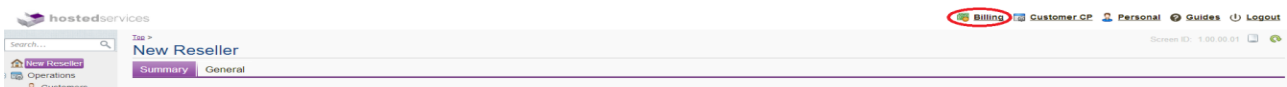
This will destroy the subscription and all remnants that remain on the system.

## Cancelling Domains

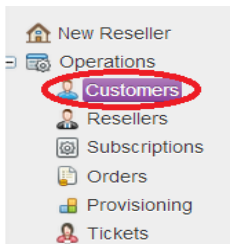
If you wish to remove the domain name from the control panel completely so the connected services no longer work then please follow the instructions below in full. If you are just looking to cancel the domain name so the services are still connect (i.e. if the customer is changing Domain Registrar), then please skip to instruction number 11.

If the domain is to be transferred to a new supplier, please contact [support@cobweb.com](mailto:support@cobweb.com). They can arrange for the relevant changes to be made, to enable the domain to be transferred.

1. You will need to go to the Billing side of the Control Panel:



2. Now find the account that you are looking to cancel the Domain for. Select the option called Customers



3. Find the customer from the list

The screenshot shows the 'Customers' page with a search filter for 'parallels'. The table below lists the search results.

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

4. Login to the Customers Control Panel

The screenshot shows the 'Account #1003221 Parallels Test' page. The 'To Control Panel' link is circled in red. The page includes tabs for 'Additional Information', 'Payment Methods', 'Subscriptions', 'Termination', 'General', 'Documents', and 'Notes'.

**Account Information**

Account	1003221
Company Name	Parallels Test
Login under the User	<a href="#">To Control Panel</a>





5. Select the All Domains Subscription from the drop down box in the top right hand corner of your screen, you can also view the domains from any subscription within the control panel

Subscriber **Cams Admin (Account ID: 1000152)**  
Subscription **All Domains**

6. Select Hosted Domains from the headers as shown below

## COBWEB

- Home
- Registered Domains
- Hosted Domains
- Users
- Help & Support

### Account

Outstanding Invoices: 0.00 GBP

- Financial Documents
- Admins
- Subscriptions
- Payment Methods
- Change Password

More →

### Store

Here you can buy additional services, domains and more.

- Buy More Services
- Buy Additional Resources
- Register New Domain
- Change Service Plan

### Domains

Manage your domains and domain names.

- Registered Domains
- Hosted Domains**

7. Select the domain you wish to remove from the list

## COBWEB

- Home
- Users
- Exchange
- SharePoint
- Microsoft Lync Hosting Pack

Parallel Panel >

### Hosted Domains

Manage hosting services for your domains and subdomains.

test

Register New Domain Transfer Existing Domain Add Existing Domain Reg

1 total | [Show Search](#)

ID	Domain Name	Web Hosting	Mail Hosting
25565	cobwebtraining.com		Microsoft Exchange

8. Select the Exchange Tab and select Remove Hosting

**COBWEB**

Home Users Exchange SharePoint Microsoft Lync Ho

Parallels Panel > Hosted Domains >  
cobwebtraining.com

Summary DNS Exchange

On this page you can view current Exchange domain configuration

**Exchange Domain Configuration**

Accepted Domain Type Authoritative Domain  
Messages are delivered to a recipient th

Edit Remove hosting

9. You will see a pop up box appear asking to confirm that you wish to remove Exchange Hosting. Select OK

The page at https://controlpanel.cobweb.com says: ✕

Do you really want to remove Microsoft Exchange hosting?

OK Cancel

10. On the following screen you will see the Exchange Header has now gone. You can now select Delete. This will remove the domain from the panel

**COBWEB**

Home Users Exchange SharePoint Microsoft Lync Hosting Pack Help

Parallels Panel > Hosted Domains >  
cobwebtraining.com

Summary DNS

**General**

ID	25565
Name	cobwebtraining.com
In Sync	⚠ No
Zone management ability	✅ Enabled

Edit Delete



11. Go back into the customer's account within the Billing Section

Home > Operations > Customers Screen ID:

Customers

Direct Customers | All Customers

---

Customers

[New Customer Account](#) [Search For Account](#)

Account ID	Account Name	Balance	Account Currency	Creation Date	Last Billing Date	Account Status	Color
1011906	46 Parallels	0.00 GBP	GBP	16-Jul-2012	24-Aug-2012 00:00:00	Cancelled	Grey
1012129	46 Parallels	0.00 GBP	GBP	20-Aug-2012	14-Aug-2014 00:00:00	Active	Green
1016803	Parallels 5.5 Test Migration Customer 1	0.00 GBP	GBP	09-Jul-2014	14-Aug-2014 00:00:00	Active	Grey
1003221	Parallels Test	0.00 GBP	GBP	12-Mar-2010	14-Oct-2013 00:00:00	Active	Grey

6 total | [Hide Search](#) [Select C](#)

12. Select the Subscriptions Tab

Home > Operations > Customers >

### Account #1000152 Cob Management

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

---

**Account Information**

Account	1000152
Company Name	Cob Management

13. Select the Domain Subscription

Home > Operations > Customers >

### Account #1000152 Cob Management

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

---

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1021869	cobwebtraining.com	.com domain	02-May-2013	10-Mar-2015	Active	Running

14. Select the Cancel Subscription

Home > Operations > Customers > Account #1000152 Cob Management >

### Subscription #1021869 cobwebtraining.com

General | Notes | Orders | Resources | Service Status History

[Renew Subscription](#) [Synchronize](#) **[Cancel Subscription](#)** [Destroy](#)

---

**Main**

ID	1021869
Subscription Name	cobwebtraining.com
Customer	1000152 Cob Management
Service Plan	17 .com domain
Promoted by	
Status	Active
Service Status	Running

15. On the next screen there are a few options to change and update:
  - a. Untick "Include Cancellation Fee"
  - b. Untick "Include Overusage/Recurring"
  - c. Change option for How to process refund to be "Credit Memo"
  - d. Update Reason Code
  - e. Enter a Comment
  - f. Press Next

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030643 Cobweb Web Hosting 12-Months >

### Cancel Subscription

1 Set Options      2 Confirm Order

**Cancellation Options**

Include Refunds

Include Cancellation Fee

Include Overusage/Recurring

How to process refund  Refund using default payment method  
 Credit Memo

Reason Code \*

Comment \*

**Order Information**

Order Date 15-Aug-2014  
 Total 0.00 GBP (Charge Customer)

\*Required fields

**Order Details**

2 total

ID	Description	Detail
1	Refund of Setup Fee for Subscription #1030643.	Plan S
2	Managed Web Hosting 12-Months Cancellation	Cance

16. Check the order total is £0.00 as there should be no charge for cancelling the services. Once happy, press "Place Order"

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030643 Cobweb Web Hosting 12-Months >

### Cancel Subscription

1 Set Options      2 Confirm Order

Here you can review your order and select payment method.

**Order Information**

Total Before Taxes 0.00 GBP  
 Tax Total 0.00 GBP  
 Total 0.00 GBP  
 Comments Cancellation of Subscription #1030643. Cancellation Reason: No Longer Used. No Longer Required.

**Order Details**

ID	Description	Detail Type	Quantity
1	Refund of Setup Fee for Subscription #1030643.	Plan Setup Refund	-1.00 Item
2	Managed Web Hosting 12-Months Cancellation	Cancellation	1.00 Item

\*Required fields



17. The next screen will confirm that the order has been placed. You will now need to go to the orders screen

Home > Operations > Customers > Account #1003221 Parallels Test >

### Subscription #1030643 Cobweb Web Hosting 12-Months

General | Notes | Orders | Resources | Service Status History | Service Props

✓ Cancellation Order #CL008995 has been placed.

Renew Subscription | Synchronize | Cancel Subscription | Destroy

**Main**

ID	1030643
Subscription Name	Cobweb Web Hosting 12-Months
Customer	1003221 Parallels Test

18. Select the Cancellation Order in New Status

Home > Operations > Customers >

### Account #1003221 Parallels Test

Additional Information | Payment Methods | Subscriptions | Terms and Conditions | Users

General | Documents | Notes | **Orders**

**Customer Orders**

➕ Add New Order | 📁 View Archive | 📁 Bulk Archive | ✖ Archive

1 total | [Show Search](#)

<input type="checkbox"/>	Order Number	Order Type	Account Name	Order Date	Status
<input type="checkbox"/>	CL008995	Cancellation Order	Parallels Test	15-Aug-2014	<input type="radio"/> New

1 total

19. Select Open Order

Home > Operations > Customers > Account #1003221 Parallels Test >

### Order CL008995 of 15-Aug-2014

General | Service Usage Details | Notes | Attributes | Provisioning Items | Documents

Cancel Order | **Open Order**

Order ID	1036139
Order Number	CL008995
Order Type	CF Cancellation Order
Customer	1003221 Parallels Test
Order Status	<input type="radio"/> New
Creation Time	15-Aug-2014 13:30:00



20. The order will now go to a state of Completed. The final step is to destroy the subscription. Go to Subscriptions

Home > Operations > Customers > Account #1003221 Parallels Test

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

General | Documents | Notes | Orders

**Account Information**

Account	1003221
Company Name	Parallels Test

21. Choose the subscription from the list

Home > Operations > Customers > Account #1003221 Parallels Test

General | Documents | Notes | Orders

Additional Information | Payment Methods | **Subscriptions** | Terms and Conditions | Users

**Subscriptions**

1 total | [Show Search](#)

ID	Subscription Name	Plan	Start Date	Expiration Date	Status	Service Status
1030643	Cobweb Web Hosting 12-Months	Cobweb Web Hosting 12-Months	15-Aug-2014	15-Aug-2015	<input type="radio"/> Canceled	<input checked="" type="radio"/> Stopped

1 total

22. Press Destroy Subscription

Home > Operations > Customers > Account #1003221 Parallels Test > Subscription #1030643 Cobweb Web Hosting 12-Months

General | Notes | Orders | Resources | Service Status History | Service Props

Restore Subscription | Synchronize | Cancel Subscription | **Destroy**

**Main**

ID	1030643
Subscription Name	Cobweb Web Hosting 12-Months
Customer	1003221 Parallels Test
Service Plan	620 Cobweb Web Hosting 12-Months [Switch Plan]

This will destroy the subscription and all remnants that remain on the system.