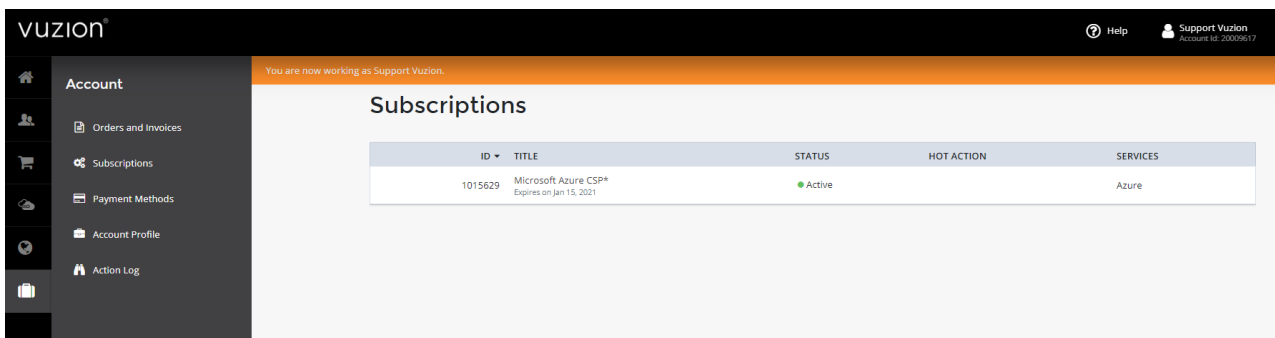


Cancelling Subscriptions and/or Customers

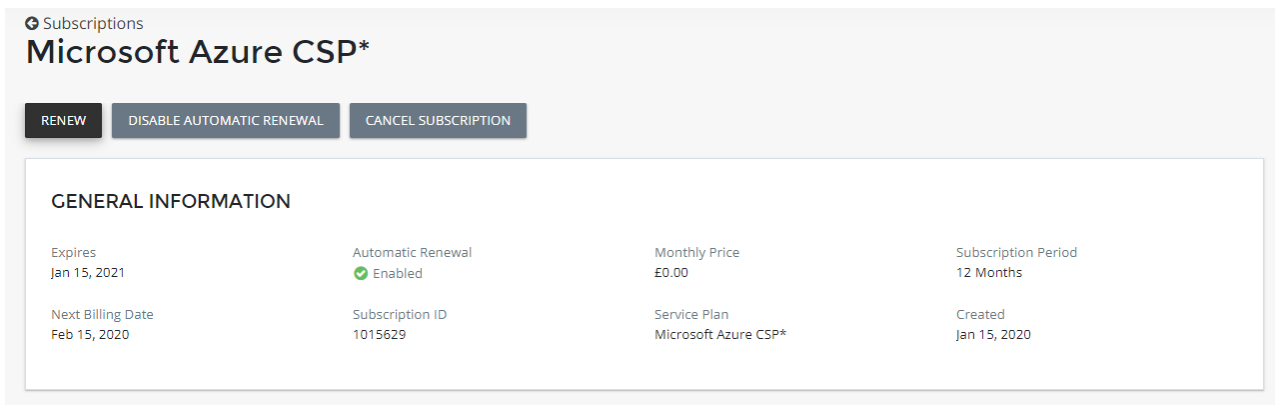
Last Modified on 10/02/2020 11:37 am GMT

Cancelling Subscriptions

Cancelling a subscription on CORE is fairly straight-forward, the first step would be to log in as the customer and go to Account, followed by Subscriptions, then clicking on the relevant subscription that you wish to cancel.



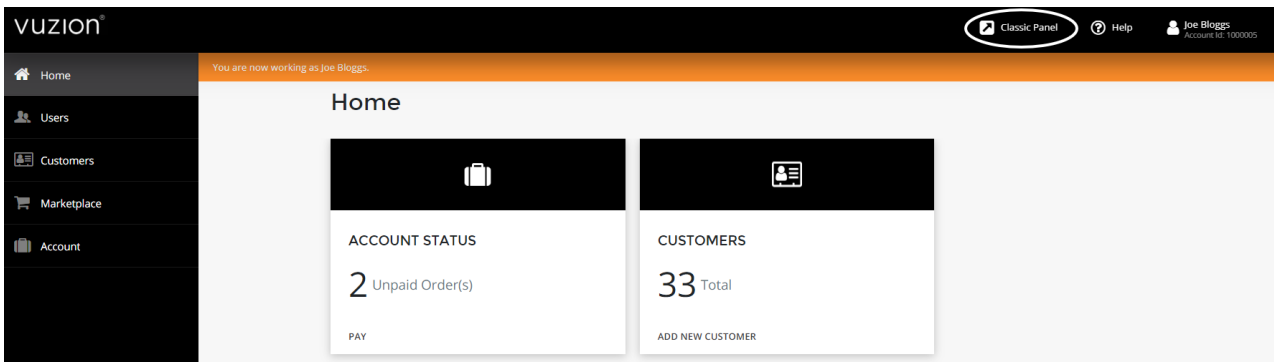
From here, you will then see the **Cancel Subscription** button.



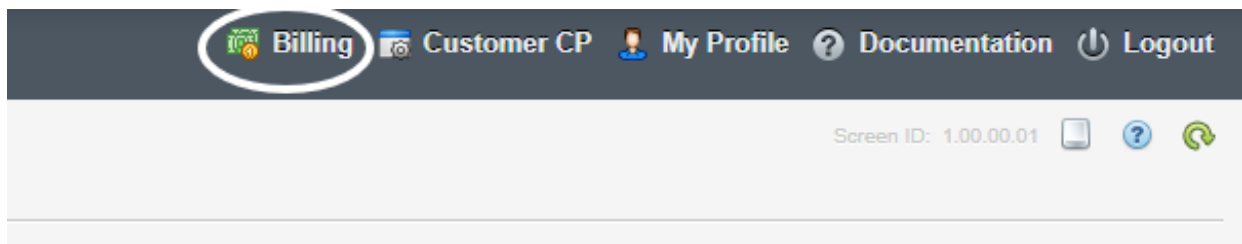
Once cancel subscription has been clicked, a confirmation box will appear asking for a reason and a comment, once entered you can click proceed - if there are any problems or you are unsure please contact support@vuzion.cloud.

Cancelling Customers

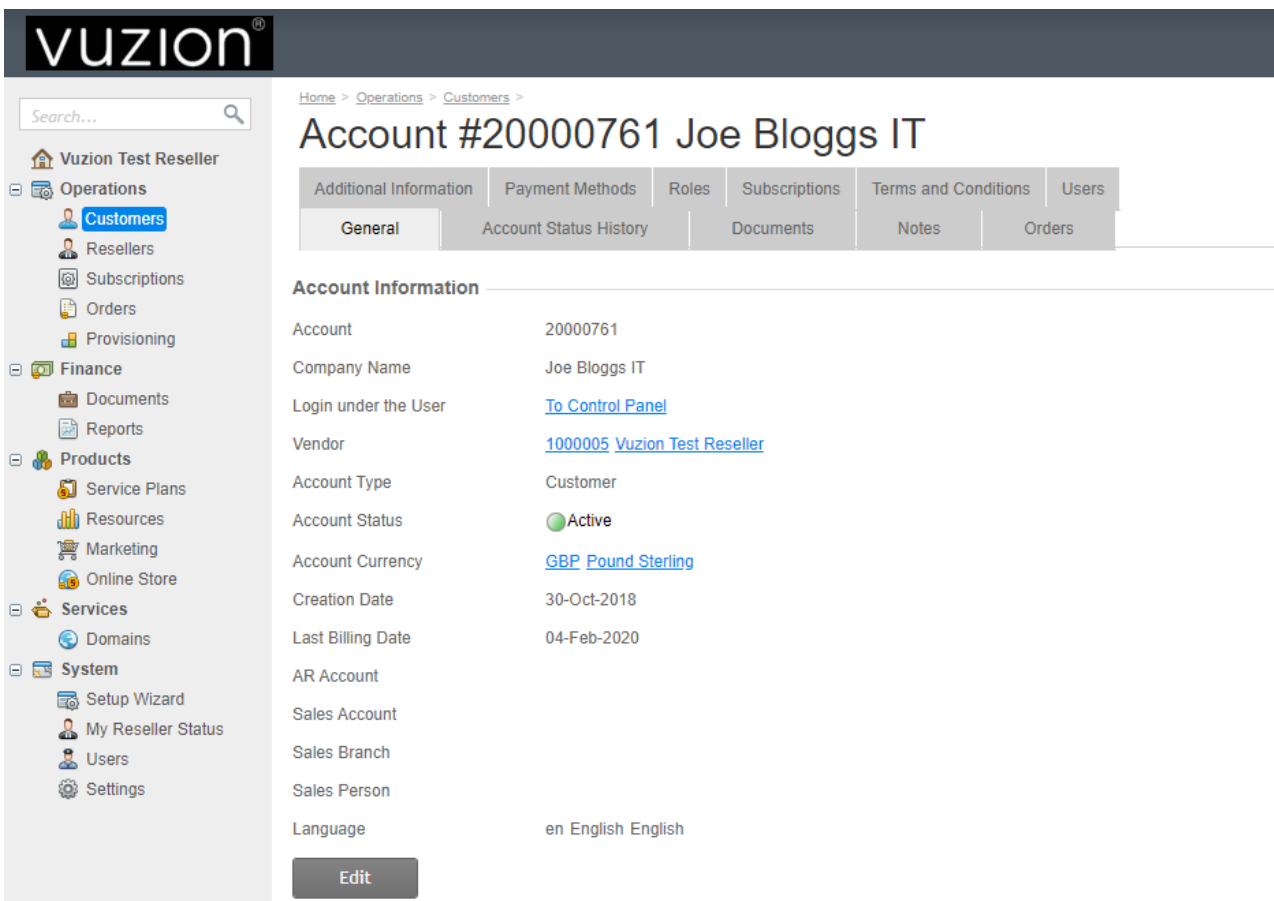
In order to cancel an entire customer account, the use of **Classic Panel** is required - which can be accessed via the highlighted button in the screenshot below from the reseller homepage.



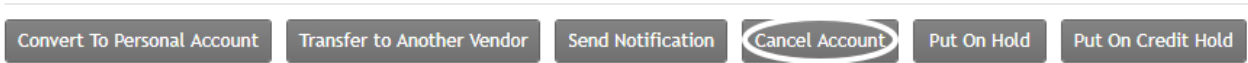
Once in classic panel, you'll want to switch to **Billing** view - again highlighted in the below screenshot.



Once in the billing view, select **Customers** on the left-hand side, find your customer from the list (search if needed) and click on the account name hyperlink. This should take you to the 'General' tab for that customer as shown below.



Scroll to the bottom of this page and you should see a **Cancel Account** button - if you cannot see it please contact support@vuzion.cloud as it may be that your admin account does not have permission to do so.



In the same way as cancelling a subscription, it will ask for a reason and a comment before confirmation. Enter these details and click **Place Cancellation Order** and that should complete automatically.

[Home](#) > [Operations](#) > [Customers](#) > [Account #20000761 Joe Bloggs IT](#) >

Account #20000761 Joe Bloggs IT

Additional Information	Payment Methods	Roles	Subscriptions	Terms and Conditions	Users
General	Account Status History	Documents	Notes	Orders	

Cancellation Of Account

Note: You are about to cancel Account #20000761 'Joe Bloggs IT'. Below is the list of Subscriptions owned by this Account. They will be included into the Cancellation Order.

Comment:

Account: 20000761

Reason Code *:

*Required fields

Subscriptions

No Subscriptions Available

Please note that finishing this cancellation process will also cancel any active subscriptions that the customer may have.