




## Lusion Technologies Reseller Hosting QuickStart Guide

### Table of Contents

This guide will provide you with everything you need to know to start reselling Lusion Technologies website hosting and domain registration services through SnapBill. Please read through it thoroughly before you start.

	<b>Introduction</b>	
<b>1</b>	About Lusion Technologies reseller hosting .....	( 3 )
<b>2</b>	How does Lusion Technologies reseller hosting work? .....	( 3 )
	<b>Signup</b>	
<b>3</b>	How to become a Lusion Technologies reseller .....	( 4 )
	<b>Setup</b>	
<b>4</b>	Enabling the Lusion Technologies service in SnapBill .....	( 4 )
<b>5</b>	Setting up your Lusion Technologies services from within SnapBill .....	( 4 )
	• Branding .....	( 4 )
	• Client code .....	( 4 )
	• Domain Registration .....	( 5 )
	• Website Hosting .....	( 6 )
	• Website Hosting Addon .....	( 7 )
	• Reseller Hosting (Traditional WHM) .....	( 8 )
	<b>Clients</b>	
<b>6</b>	Adding a client .....	( 9 )
<b>7</b>	How to manage your clients in SnapBill .....	( 9 )
	<b>Services</b>	
<b>8</b>	Online Order Centre .....	( 10 )

<b>9</b>	How to add a service to a client account in SnapBill .....	( 10 )
	• Adding a Website Hosting service .....	( 11 )
	• Adding a Domain Registration or Domain Transfer .....	( 11 )
	• Adding a Web Hosting Addon .....	( 12 )
	• Adding a Reseller Hosting service (Traditional WHM) .....	( 13 )

## Billing

<b>10</b>	Automated billing in SnapBill .....	( 14 )
<b>11</b>	Generate invoices for your clients and sending them via email .....	( 14 )
<b>12</b>	Process payments for your clients .....	( 15 )

## Removing a Service, Invoice or Client

<b>13</b>	<b>NB:</b> How to remove a service, invoice or client in SnapBill .....	( 16 )
	• Removing a service .....	( 16 )
	• Removing an invoice .....	( 16 )
	• Removing a client .....	( 17 )

## Links

<b>14</b>	Online Order Centre .....	( 18 )
<b>15</b>	Billing Management Centre .....	( 18 )
<b>16</b>	cPanel and Webmail login forms .....	( 18 )

## Support

<b>17</b>	Support Ticketing System .....	( 19 )
<b>18</b>	Lusion Technologies and SnapBill support resources .....	( 19 )
<b>19</b>	Thank you for choosing Lusion Technologies! .....	( 19 )

## Frequently Asked Questions

<b>20</b>	Services FAQ .....	( 20 )
	• How to upgrade or downgrade a service .....	( 20 )
	• How to change a billing term for a service .....	( 20 )
	• Domain Registration FAQ .....	( 21 )
	• Domain Transfer FAQ .....	( 21 )

## Introduction

### 1 About Lusion Technologies reseller hosting

Lusion Technologies gives you the ability to resell our local and international web hosting and domain registration services through SnapBill, the proudly South African online billing and service provisioning system. The revolutionary fully white-label Lusion Technologies reseller hosting package is a no risk way to earn a passive income.



#### About Lusion Technologies

Lusion Technologies, established in 2003, is a small privately owned web hosting company based in South Africa. We host our international servers in the Steadfast Networks data centre in Chicago, United States of America and our local servers in the MTN Business Data Centre in Johannesburg, South Africa. Lusion Technologies has been offering quality reseller hosting solutions since 2004 and strives to provide our resellers with highly competitive base pricing and secure, always available website hosting and domain registration services for resale.

To find out more about Lusion Technologies visit <http://www.lusion.co.za/about>.



#### About SnapBill

SnapBill is the brainchild of the dynamic web developers and programmers at Lusion Technologies. It is an online invoicing and billing system with powerful service provisioning capabilities. SnapBill was created in South Africa and is ideal for businesses providing services and requiring automated recurring or subscription billing. SnapBill is a secure online service so no purchase or download of software is ever necessary. The system was opened for Southern African trials in March 2010 and launched globally on the 25th of January 2011.

To find out more about SnapBill visit <http://www.snapbill.com/about>.

#### Lusion Technologies + SnapBill = Lusion Technologies reseller hosting

To aid you in managing your reseller activities Lusion's reseller hosting has been fully integrated with SnapBill. SnapBill allows you to manage every aspect of your daily reseller billing - including storing searchable client and service records, issuing quotes, invoices, statements, notifications and payment reminders and submitting and processing debit batches and payments. The user-friendly interface facilitates the easy creation of website hosting accounts, quick and automated registration/transfer of domain names, billing of clients and management of payments.

### 2 How does Lusion Technologies reseller hosting work?



#### Fully white-label reselling

Through using SnapBill we allow you to resell Lusion Technologies services under your own brand. All services, invoices, statements, support, notifications and client correspondence will appear as if to come from your company.



#### Technical support for your clients

Lusion Technologies will provide white-label technical support for your clients. You will need to have a SnapBill account that includes a support ticketing system, but besides that there are no additional charges for our 24/7/365 customer support.



#### Cost and profit

Becoming a SnapBill reseller is free, no monthly or annual costs. We charge you a base fee for each service and allow you to set your own price on top of that. Whatever you choose to charge your clients in addition to the base fee is pure profit. We'll even protect you from the cost of clients not paying you by only charging you once the clients invoice is marked as paid.

## Signup

### 3 How to become a Lusion Technologies reseller

#### Signup

Go to <http://www.lusion.co.za/reseller-hosting> and signup for the SnapBill reseller hosting package choosing either a Startup or Premium SnapBill account depending on your needs. Or signup at <https://signup.snapbill.com/> and activate the Lusion service from within SnapBill by going to **Setup** → **Services** → **Enable** the Lusion Technologies service.



Once you have completed your signup a welcome email will be issued to you. You will now need to login to SnapBill, enable the Lusion Technologies service and setup your reseller hosting branding, client logins, custom packages and pricing. Use the username and password provided in your welcome email to login to SnapBill at <https://billing.snapbill.com>.

## Setup

### 4 Enabling the Lusion Technologies service in SnapBill



When your first log in to SnapBill you will be prompted to enter your basic account setup information by the SnapBill Setup Wizard. Once completed the SnapBill Dashboard screen will open. You now need to enable the Lusion Technologies service in SnapBill.

Navigate to **Setup** → **Services** and **Enable** the Lusion Technologies service.

Complete the details that you are prompted to enter and save. Enabling the Lusion Technologies service in SnapBill allows you to resell our website hosting and domain registration services.

### 5 Setting up your Lusion Technologies services from within SnapBill



Once you have enabled the Lusion Technologies service you are ready to begin setting up your reseller hosting branding, client logins, custom packages and pricing. This process will take approximately 5 to 10 minutes.

To setup your services use the options under **Setup** → **Services** → **Lusion Technologies** in the navigation menu to the left of the SnapBill interface.



#### Branding

Use the *Branding* option to upload a header file to be displayed in your clients control panel. You can download a PSD or PNG sample and then customise the header to match your brand. Upload your custom image here and your clients will see it when they log in to their cPanel.



#### Client Code

Implementing a login form on your own website is easy. The *Client Code* section contains the sample HTML code for each of the different forms. Simply paste the HTML code into your site, and your clients will be able to log in through your site. Feel free to style the forms to fit your site design, or request one of your website designers to do so.



## Setup

Name	Setup Cost	Annual Cost	24 Month Cost	Setup Fee	Annual Fee	24 Month Fee
co.uk	R0.00	none	R200.00	R 0.00	none	R 200.00
co.za	R0.00	R75.00	none	R 0.00	R 75.00	none
com	R0.00	R100.00	none	R 0.00	R 100.00	none

### Domain Registration

Use the *Domain Registration* option to set the pricing for the Lusion Technologies domain registration services you will be reselling. Navigate to **Setup → Services → Lusion Technologies**. Click on the **Domain Registration** link in the left navigation menu. The *Modify Pricing* table contains the cost price that Lusion Technologies charges for the registration of each domain extension and allows you to fill in the fee you would like to charge your clients. The difference between the two is the profit you will make.

The **Name** field contains the domain extension whose pricing you can set.

The **Cost** fields indicate the cost price that Lusion Technologies charges for the registration of that specific domain extension. This is the price that you will pay Lusion for the domain registration services you resell. **Setup Cost** is what Lusion Technologies charges you to do a domain registration. Lusion Technologies charges no setup costs for their domain registration services. **Annual Cost** is what Lusion Technologies will charge you to register a domain that has a minimum renewal period of 12 months. **24 Month Cost** is what Lusion Technologies will charge you to register a domain that has a minimum renewal period of 24 months.

Name	Setup Cost	Setup Fee	Annual Cost	Annual Fee	24 Month Cost	24 Month Fee
co.uk	R0.00	R 0.00	none	none	R200.00	R 200.00
co.za	R0.00	R 0.00	R75.00	R 75.00	none	none
com	R0.00	R 0.00	R100.00	R 100.00	none	none

The **Fee** fields are where you fill in the price that you will charge your clients. You can customise your pricing and charge your clients different fees for these domain registration services. Eg. If the Lusion Technologies cost price for registering a co.za domain is R75.00 with R0.00 setup fee you can change the pricing to charge R90.00 for the co.za domain registration and R15.00 for the setup fee. This means it will cost you R75.00 to deliver the service, but your client will pay you R105.00. So you will make R30.00 profit.

Once you have completed setting up your domain registration pricing remember to click the **Save Changes** button. Your pricing is now set and will automatically be shown on invoices containing the specific domain registration requested.

#### Important Notes:

- We do not charge a *Setup Fee* and thus the *Setup Cost* for domain registrations is nil. You may however choose to charge a once-off domain *Setup Fee* to your clients.
- Please also note that some domain names only have a 24 Month Cost as the minimum period they may be registered for is 2 years. These domains require that you set a 24 Month Fee.



## Setup

Name	Accounts	Your Price	Cost Price	Options	Actions
My Test Package	0	Setup: R15.00 Monthly: R75.00 Annually: R720.00	Setup: R0.00 Monthly: R60.00 Annually: R600.00	Websites: 3 Databases: 5 Mail Boxes: 10 Space: 250 Bandwidth: 4000	<input type="checkbox"/> ON edit   remove

### Website Hosting

After setting your domain registration pricing you can start creating your own custom local and international website hosting packages.

Navigate to **Setup** → **Services** → **Lusion Technologies**. Click on the **Website Hosting** link in the left navigation menu. You will see the **Current Packages** table on the right showing the website hosting packages which have already been created (there should be none if you just registered). Click the **Add New Package** button to get started.

The **Package Editor** will open. You can use this editor to setup your own web hosting packages by moving the sliders to set the desired package values. The **Package Editor** will show you in real-time what the package will cost you. You may then set your own pricing and instantly see what profit you will be making.

Package Editor
South African Rand

**General Settings**

Name:

**Hosting Features**

Suggested Packages: Dawn, Rain, Dusk, Shift

Websites:

Databases:

Mail Boxes:

Disk Space:

Bandwidth:

**Package cost**

Setup	Monthly	Annual
R 0.00	R 600.00	R 6000.00

**Your price**

Setup	Monthly	Annual
<input type="text" value="R 0"/>	<input type="text" value="R 75"/>	<input type="text" value="R 720"/>

**Action(s)**

Fill in your package name.

**Suggested Packages** are the standard website hosting packages that we offer. You can change the pricing on these packages or use them as a guideline to set up your own.

Now use the sliders to set your desired custom package values.

The **Package Cost** area will display the cost price for the package you are creating. This is what you will pay to Lusion Technologies when you resell this package.

The **Your Price** area will display the price you charge your clients when they order this package.

Remember to hit the **“Create”** button when you are done setting up your package. Repeat as necessary for every package you wish to create.

Once you have created your packages you can view them in the **Current Packages** table in **Setup** → **Services** → **Lusion Technologies** → **Website Hosting**.

Name	Accounts	Your Price	Cost Price	Options	Actions
My Test Package	0	Setup: R15.00 Monthly: R75.00 Annually: R720.00	Setup: R0.00 Monthly: R60.00 Annually: R600.00	Websites: 3 Databases: 5 Mail Boxes: 10 Space: 250 Bandwidth: 4000	<input type="checkbox"/> ON edit   remove

Select **ON** or **OFF** to choose whether this service is visible and available for order in your online order centre.

You may at any time **Edit** or **Remove** the packages that you have created.

### Important Note:

- You can provide both international and South African based website hosting packages. Note that South African bandwidth pricing is more expensive.



## Setup

Name	Setup Cost	Setup Fee	Monthly Cost	Monthly Fee	Annual Cost	Annual Fee
10gb Disk Space	R0.00	R0.00	R150.00	R150.00	R1500.00	R1500.00
1gb Bandwidth	R0.00	R0.00	R5.00	R5.00	R50.00	R50.00
1gb Disk Space	R0.00	R0.00	R20.00	R20.00	R200.00	R200.00

### Website Hosting Addon

Once you have set up your website hosting packages you can navigate to **Setup → Services → Lusion Technologies** and click on the **Website Hosting Addon** option to begin setting custom prices for the website hosting addons you will be offering to your clients. The **Modify Pricing** table contains the cost price that Lusion Technologies charges for each website hosting addon and allows you to fill in the custom fee you will be charging your clients. The difference between the two is the profit you will make.

The **Name** field contains the available website hosting addons whose pricing you can set.

The **Cost** fields indicate the cost price that Lusion Technologies charges for its website hosting addons. This is the price that you will pay Lusion for the website hosting addon services you resell. **Setup Cost** is what Lusion Technologies charges you to add a website hosting addon. Lusion Technologies charges no setup costs for their addon services. **Monthly Cost** is what Lusion Technologies will charge you if your client orders an addon service and chooses to be billed monthly. **Annual Cost** is what Lusion Technologies will charge you if your client orders an addon service and chooses to be billed annually.

Name	Setup Cost	Setup Fee	Monthly Cost	Monthly Fee	Annual Cost	Annual Fee
10gb Disk Space	R0.00	R 0.00	R150.00	R 150.00	R1500.00	R 1500.00
1gb Bandwidth	R0.00	R 0.00	R5.00	R 5.00	R50.00	R 50.00
1gb Disk Space	R0.00	R 0.00	R20.00	R 20.00	R200.00	R 200.00

The **Fee** fields are where you fill in the price you will charge your clients. You can customise your pricing and charge your clients different fees for each website hosting addon. Eg. If the Lusion Technologies monthly cost price for 1gb Disk Space is R20.00 with R0.00 setup fee you can change the pricing to charge R25.00 for the 1gb Disk Space and R15.00 for the setup fee. This means it will cost you R20.00 to deliver the service, but your client will pay you R40.00. So you will make R20.00 profit.

Once you have completed setting up your website hosting addon pricing remember to click the **Save Changes** button. Your pricing is now set and will be shown on invoices containing the specific website hosting addon requested.

#### Important Notes:

- We do not charge a *Setup Fee* and thus the *Setup Cost* for all website hosting addons is nil. You may however choose to charge a once-off *Setup Fee* to your clients.
- Clients can choose to be billed on a **Monthly** or **Annual** basis for the website hosting addons they order. Remember to set custom pricing for both these options.



## Setup



### Reseller Hosting (Traditional WHM)

Lusion Technologies allow you to resell WHM reseller hosting accounts in addition to reselling cPanel hosting accounts.

To set custom pricing for the Standard WHM reseller hosting package available for resale through SnapBill simply navigate to **Setup** → **Services** → **Lusion Technologies** and click on **Reseller Hosting** in the left navigation menu. The **Modify Pricing** table will now open. Use the editable fields to set your monthly and annual custom fees.

The **Cost** fields indicate the cost price that Lusion Technologies charges for the Standard Reseller Hosting package. This is the price that you will pay to Lusion when you resell this service. **Setup Cost**: Lusion Technologies charges no setup costs for this service. **Monthly Cost** is what Lusion Technologies will charge you if your client orders this service and chooses to be billed monthly. **Annual Cost** is what Lusion Technologies will charge you if your client orders this service and chooses to be billed annually.

Name	Setup Cost	Setup Fee	Monthly Cost	Monthly Fee	Annual Cost	Annual Fee
Standard	R0.00	R 0.00	R150.00	R 150.00	R1500.00	R 1500.00

The **Fee** fields are where you fill in the price you will charge your clients.

**NOTE:** Remember to **Save** any changes you make in package pricing when you are done.



## Clients

### 6 Adding a client



Now that you have completed the package and pricing setup you can begin to add clients to your account. Resellers with existing clients can manually capture client details or contact SnapBill to arrange a bulk import of an existing client database.

To add a client in SnapBill go to **Clients** → **Add Client**.

Be sure to complete all your client details in the **Add Client** window. When complete click the **Add Client** button. This will add your client to the SnapBill system and create a client account for them. This account will store their personal and public details as well as help you keep track of the services, correspondence and packages.

After adding your client, head over to their account and complete their **Public Details**. These are required in order to process a domain registration and will be shown on the relevant Whois database.

To enter or modify a clients **Public Details** go to the clients profile and click the **Modify** button at the top of the **Client Details** table.

Enter your clients public details, taking care to leave none of the fields blank. Once complete click the **Save Changes** button at the top of the Client Details table.

#### **Important Notice: Complete your own Public Details**

Make sure you have also completed all your own Public Details under **Setup** → **Settings** before proceeding. Your public details are also used on domain name requests as we register domains for you and your client on your behalf.

### 7 How to manage your clients in SnapBill

Once you have setup your Lusion Technologies reseller service and added your clients to SnapBill you can use the system to manage every aspect of their billing and service provisioning. Lusion Technologies reseller hosting is fully integrated with SnapBill.

You can use SnapBill to:

- Store, search and manage your client accounts
- Generate quotes and invoices, issue statements, past due warnings and payment confirmations
- Add website hosting and domain registration services directly to client accounts
- Record, monitor and renew the services your clients order
- Submit payment batches via several payment gateways and process payments to client accounts
- Store, search and manage client correspondence
- Use the integrated Support Ticketing System

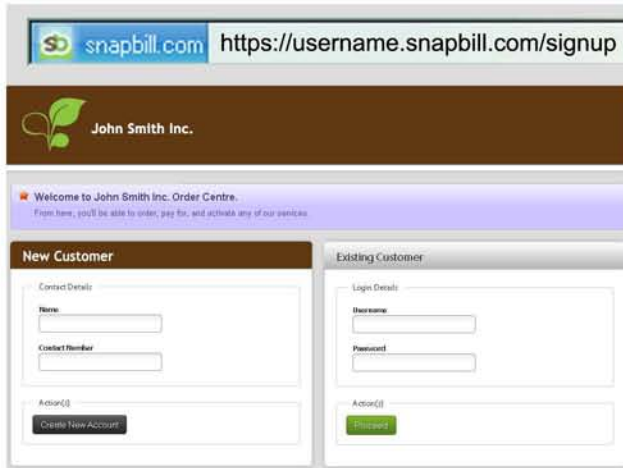
For detailed information on how to maximise your SnapBill usage check out the SnapBill QuickStart Guide in the SnapBill help portal at <http://www.snapbill.com/help>



## Services

There are two ways to add your reseller hosting services to your client accounts. New or existing clients can use your **Online Order Centre** to order the services you provide online or you can add services to new or existing client accounts from within SnapBill.

### 8 Online Order Centre



When you use Lusion Technologies reseller hosting you get an online order centre that new or existing clients can use to order your services online. Services ordered through the order centre are automatically added to client accounts and invoiced for by SnapBill.

To order your services online clients can go to: <https://yourusername.snapbill.com/signup>

The online order centre is customised to your companies brand and can display your companies colours, logo and name. To upload a logo and set or edit your custom branding go to **Setup → General → Branding Controls**.



You can decide which services are available for order in the online order centre by switching their status to **ON** or **OFF** in SnapBill. Do this by going to **Setup → Services → Lusion Technologies** and clicking on the appropriate service in the left navigation menu.

Select the **ON** button in the **Actions** column of the **Current Packages** table if you want the package to display and be available for order in your online order centre. Select **OFF** if you want the package to not display.

### 9 How to add a service to a client account in SnapBill



You can add services directly to client accounts from within SnapBill. If you don't want your clients to use the online order centre or want to quickly and easily add a website hosting or domain registration service to a clients account you can do so from within SnapBill.

Go to the clients account in SnapBill. You can do this by searching for the clients name, surname, invoice number, domain name or company name in the 'search clients' box or by going to **Clients** in the left navigation menu and finding the client account listed there.



To add a service to a client account you can click the **Add Service** link in the left navigation menu when you are in the clients account.

Choose the service you want to add from the dropdown and add it to the clients account.



Once you have added a service to a client account from within SnapBill the system will generate the invoice for this service and automatically send it out to your client. A record of the services that a client has ordered is kept on the clients account in SnapBill. You can at any time cancel, modify or delete a service on any client account. Read on to find out how to add each individual service to a clients account.



## Services

### Adding a Website Hosting service

Go to the clients account in SnapBill and click the **Add Service** link in the navigation menu to your left. Now choose the **Website Hosting** service from the dropdown.

Enter the **Domain name** e.g. yourclientsdomain.com and the account **Username**.

Choose the web hosting **Package** as well as set the desired billing **Term** - monthly or annually.

Select a **Password** for the account. You can set a custom password or click the (**generate**) link to generate a random secure password.

The service will automatically renew according to the billing **Term** you have selected. To manually edit the renewal date do so here.

### ★ Register/Transfer domain:

This option determines whether you register/transfer your clients domain with the website hosting package or leave them to register/transfer and manage it themselves.

**Register Domain:** Select if the client also requires you to register and manage a domain along with the website hosting service.

**Transfer Domain:** Select if the domain in question is already registered, but the client requires you to transfer and manage a domain along with the website hosting service.

**No:** Select if the client wants to register/transfer and manage his own domain.

Website Hosting								
	Name	Username	Domain Name	Server	Package	Term	Creation Date	Renewal Date
ACTIVE	clientsdomain.co.za (client)	client	clientsdomain.co.za	antelopezdns.co.za	Shift	1	May 10, 2010	December 1, 2010

Once you have added the website hosting service it will display in the clients account under the **Website Hosting** table. Simply click the account name to modify or remove the account.

### Adding a Domain Registration or Domain Transfer

Go to the clients account in SnapBill and click the **Add Service** link in the left navigation menu. Now choose **Domain Registration** from the dropdown.

Enter the **Domain name** you want to register or-transfer e.g. yourclientsdomain.com and choose the **Registration Action** needed.

In the **Linked to** dropdown select the domain linking action required. **Website Hosting Account:** This means that the domain will be linked to the clients website hosting account.

**Custom Nameservers:** Fill in the custom nameservers for the domain you want to transfer or register if you don't want to use Lusion Technologies' local nameservers - NS1.DNS.CO.ZA and NS2.DNS.CO.ZA or international nameservers - NS1.LTSERV.NET and NS2.LTSERV.NET

**Parked (International):** This parks the domain on our international server upon registration.

**Parked (South Africa):** This parks the domain on our South African server upon registration.



## Services

Domain Registration Details

**Whois Database Details**  
These fields are identifying who is publicly listed as the owner of the domain in the relevant whois database and should be completed in full with up to date contact information. Providing incorrect information here may result in loss of your domain name.

Name \*  Email Address \*

Street Address \*  Postal Address \*

City \*  Phone Number \*

Province \*  Fax Number \*

Country \*  Postal Code \*

Actions(s)

### Adding a Domain Registration or Domain Transfer (continued)

Now fill in the clients **Whois details** that will be used when registering the domain. SnapBill saves the Whois details you enter and will use the saved data for future registrations.

To edit the saved Whois details go to the clients account in SnapBill. Click the **Modify** button at the top of the **Client details** window and edit the fields in the **Public details** window. When done remember to **Save** your changes.

After you have completed the configuration of the new service click the **Add Service** button.

Domain Registration

Domain name	Name	Linked To	Registration Date	Creation Date	Renewal Date
ACTIVE yourclientsdomain.co.za	yourclientsdomain.co.za	yourclientsdomain.co.za (client)		July 16, 2010	July 1, 2011

Once added the domain registration will display in the clients account under the **Domain Registration** table. Simply click the account name to modify or remove the domain registration.

You can always add a website hosting service to this client account at a later stage. In the event that the website hosting account you wish to add uses the same domain name as one that has already been added you should deselect the **Register domain name** checkbox when adding the service or the account creation may fail.

Add Service

Service Type  
Service  
Website Hosting Addon

Website Hosting Addon  
Account  
Package  
Term  
Actions(s)

### Adding a Web Hosting Addon

Go to the clients account in SnapBill and click the **Add Service** link in the left navigation menu. Now choose the **Web Hosting Addon** service from the dropdown.

Choose the **Account** to add the service to e.g. yourclientsdomain.com. Now select the website hosting addon **Package** required.

Set the desired billing **Term** - Monthly or Annually. Now click **Add Service**.

Website Hosting Addon

Name	Package	Account	Creation Date	Renewal Date
ACTIVE Dedicated IP Address	Dedicated IP Address	yourclientsdomain.co.za	August 25, 2010	August 1, 2011

Once added the website hosting addon will display in the clients account under the **Website Hosting Addon** table. Simply click the addon name to modify or remove the service.

Add Service

Service Type  
Service  
Reseller Hosting

Reseller Hosting  
Domain name  Username   
Account username (3-8 letters, no symbols)

### Adding a Reseller Hosting Service (Traditional WHM)

Go to the clients account in SnapBill and click the **Add Service** link in the left navigation menu. Now choose the **Reseller Hosting** service from the dropdown.

Enter the **Domain name** e.g. yourclientsdomain.com and the account **Username**.



## Services

Reseller Hosting

Package: Standard | Term: Monthly

Password:  (initial password for the account) [generate](#)

Domain name:

Register/Transfer domain: No  Yes  [No](#) [Yes](#) (No domain name to the client's account)

Actions(s):

### Adding a Reseller Hosting Service (Traditional WHM continued)

Choose the reseller hosting **Package** as well as set the desired billing **Term** - monthly or annually.

Select a **Password** for the account. You can set a custom password or click the **(generate)** link to generate a random secure password.

The service will automatically renew according to the billing **Term** you have selected. To manually edit the renewal date do so here.

After you have completed the configuration of the new service click the **Add Service** button.

#### ★ Register/Transfer domain:

This option determines whether you register/transfer your clients domain with the website hosting package or leave them to register/transfer and manage it themselves.

**Register Domain:** Select if the client also requires you to register and manage a domain along with the website hosting service.

**Transfer Domain:** Select if the domain in question is already registered but the client requires you to transfer and manage a domain along with the website hosting service.

**No:** Select if the client wants to register/transfer and manage his own domain.

Local Reseller Hosting

Item	Domain name	Username	Package	Term	Password	Server	Creation Date	Renewal
ACTIVE	clientsdomain.co.za (clients)	clientsdomain.co.za	clients	Standard	1	armelopedns.co.za	July 28, 2010	December 1, 2010

Once you have added the reseller hosting service it will display in the clients account under the **Reseller Hosting** table. Simply click the account name to modify or remove the account.

**Reseller Hosting note:** Web Host Manager (WHM) is a web-based tool used by server administrators and resellers to manage the provisioning of cPanel hosting accounts on a web server.

## Billing

### 10 Automated billing in SnapBill

SnapBill will help you invoice your clients, manage their accounts and process and record their payments. View the billing process to adhere to when using SnapBill below:



SnapBill automatically creates and sends invoices for the services you resell to your clients. Once a client pays you, you can process the payment to the clients account in SnapBill and mark their invoice as paid. Once their invoice is marked as paid the Lusion service they ordered will be activated and an invoice will be generated and sent to you for the reseller fees due to Lusion Technologies. You can then make payment for the reseller fees due. You will never be invoiced for a service that you have resold before the client has paid you. Only once you have been paid will Lusion Technologies invoice you for the reseller fee due.

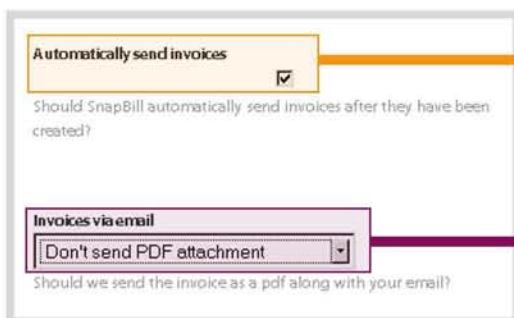
### 11 Generate invoices for your clients and sending them via email



**SnapBill automatically creates invoices for the services or charges you add to your clients accounts.** There is no need to create an invoice manually. All the services and charges you add to a clients account in one day are recorded in SnapBill and an invoice is then automatically generated and sent out to them at 00h00 that evening.

If you don't want to wait for the invoice to be automatically created at 00h00 you can use the **Generate Now** link to immediately create and send the invoice to the client. The **Generate Now** link will become visible at the top of your SnapBill screen if you have any invoices that are waiting to be generated. This happens after you have added a service or recurring charge to a client account.

By clicking the **Generate Now** link you prompt SnapBill to immediately create and send out the invoice to the client. If you don't press this link the invoice will still automatically be generated and sent out to the client at 00h00 that evening.



You also have the option to not send invoices out to clients automatically. This comes in handy if SnapBill is run as a back-end only billing solution. To stop invoices from being sent out automatically go to: **Setup → Billing → Invoicing → Automatically send invoices** and untick the checkbox.

SnapBill emails the invoice to your client in html format and you have the choice of adding a PDF copy of the invoice as an attachment. To change your PDF invoice settings go to: **Setup → Billing → Invoicing → Invoices via email**.



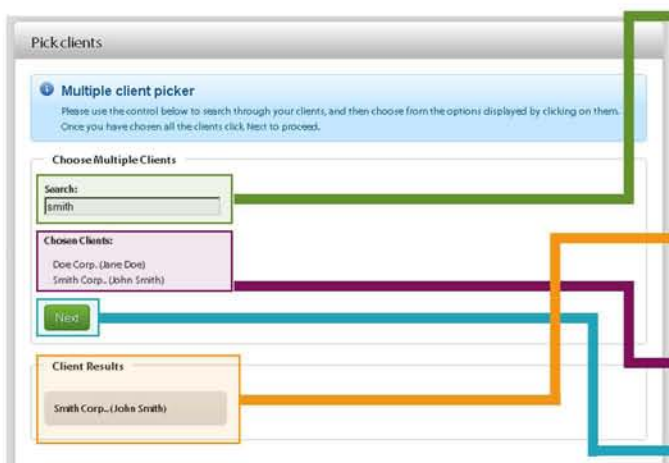
## Billing

### 12 Process payments for your clients

When your client has been billed and has subsequently made payment to you, you will need to login to SnapBill and process their payment before any of their Lusion services will be activated.



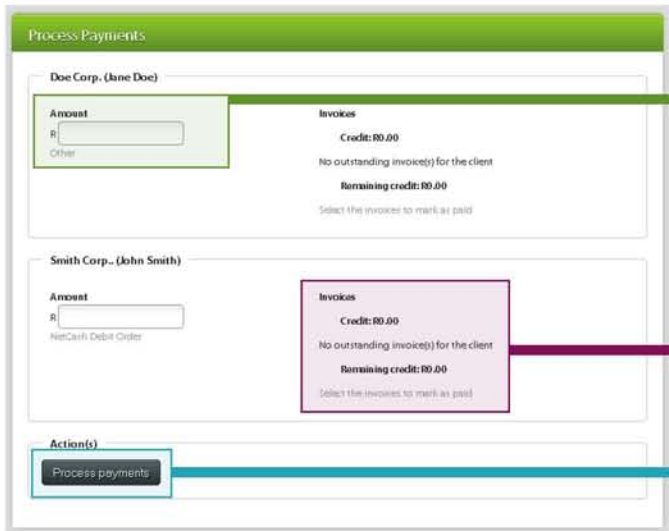
To process a payments go to **Billing** → **Process Payments** in SnapBill. The **Pick Clients** table will open. You can process a payment for an individual client or process more than one payment for as many clients as you want by using the **Multiple client picker** to select the client(s) for which you wish to process a payment(s).



Enter the first few letters of the client whose payment you want to process. The clients account name will appear in the **Client Results** display.

To select this client click on the grey block containing the client details in the **Client Results** table. To select another client simply repeat this process until you have selected all the clients for whom you want to process payments.

The **Chosen Clients** section will display all the clients you want to process payments for. When you have selected all the clients you need to process payments for you can click the **Next** button to proceed.



The **Process Payments** window will open. It will contain the details of all the clients you wish to process payments for and a field to enter the **Amount**.

Enter the amount received via cash, EFT, direct deposit or external payment gateway in the **Amount** field for each client.

If you wish to process the payment(s) to a specific invoice(s) select it here.

When you have completed filling in the amounts to process and the invoices to process them to click the **Process Payments** button.

Your client will now receive notice that their payment has been received. This payment will be applied to any outstanding invoices and the amount left over, if any, will be added to your clients account as credit. A statement will now also be sent to your client indicating which invoices have been marked as paid as well as which invoices are still outstanding. You will now also receive your invoice from SnapBill for the amount due to Lusion.

Any services which were pending activation will be activated once you have processed payment for the outstanding amount of the invoices related to the service.

**Integrated Payment Gateways:** If your client is paying via Credit Card or Debit Order and making use of SnapBill as payment gateway facilitator then there is no need to process the payment for your client as it will be done automatically.

## ✘ Removing a Service, Invoice or Client

### 13 How to remove a service, invoice or client in SnapBill

It is important to note that you may at any time remove a service, invoice or client from the SnapBill system. To find out how to correctly remove each review the sections below. A standard procedure for removing services, invoices and clients exists in SnapBill. The procedure is always:



#### 1 Remove Service



#### 2 Remove Invoice



#### 3 Remove Client

This procedure needs to be followed because removal of any of the above in the incorrect order may result in the reseller fee being charged for your account. This is because Lusion may have already rendered a service to your client and if you wish to not hold your client accountable for the related fee then you will in turn need to accept accountability.



### Removing a service

You can cancel any service added to a clients account in SnapBill. Services include **Domain Registrations**, **Website Hosting**, **Website Hosting Addons** and **Reseller Hosting** packages. If you want to remove one, or all, of clients' services in SnapBill, this must be done before cancelling any unpaid invoices connected to them. The reseller fee will not be charged to your account if you remove the service before you remove the clients' unpaid invoice(s).

How to remove a service from a clients account:

Domain Registration					
Domain name	Name	Linked To	Registration Date	Creation Date	Renewal Date
ACTIVE	clientsdomain.co.za	clientsdomain.co.za (client)		July 16, 2010	July 1, 2011

Go to the clients account in SnapBill and look for the service you want to cancel in the **Domain Registration**, **Website Hosting** or **Website Hosting Addon** tables and click on the service link.



Once in the service profile select the **Remove Service** link from the left navigation menu.

Remember to click **Confirm removal of service** to finalise removal.



Domain Registration					
Domain name	Name	Linked To	Registration Date	Creation Date	Renewal Date
DELETED	clientsdomain.co.za	clientsdomain.co.za	Deleted on blue@lusion.net	October 20, 2010	October 1, 2011

The service status will now appear as **Deleted** in its table on the clients account. For record purposes the removed service will always display in the table as a struck through entry.



### Removing an invoice

When you cancel an invoice (without cancelling the service associated with it first) the cost price for the services in the invoice will be charged to your reseller account, just as if the invoice was marked as paid. The reason for this is that the client no longer has the amount outstanding in his account, but Lusion Technologies still need to recover the service fee.

If you want to cancel the clients' invoices, without the reseller fee being applied to your account, you must **first cancel the services related to that invoice before cancelling the invoice itself.**

## Removing a Service, Invoice or Client

### Removing an invoice (continued)

How to remove an invoice from a clients account:



	Number	Due Date	Total
UNPAID	2197/0005	November 1, 2010	R45.00

Go to the clients account in SnapBill and look for the desired invoice within the **Invoices** table and click on the invoice number link.



Clients
test bros. (another test)
Invoice 2197/0005
Download PDF
Invoice Details
Edit Invoice
Cancel Invoice
Mark as Paid
Send again

Once the invoice opens select the **Cancel Invoice** option from the left navigation menu. Remember to double-check that you really want to cancel the invoice before clicking the **Cancel Invoice** button. A cancelled invoice cannot be un-cancelled.



	Number	Due Date	Total
DELETED	2197/0005	November 1, 2010	R45.00

The invoice status will now appear as **Deleted** in the **Invoices** table on the clients account. For record purposes the cancelled invoice will always display in the table as a deleted entry.



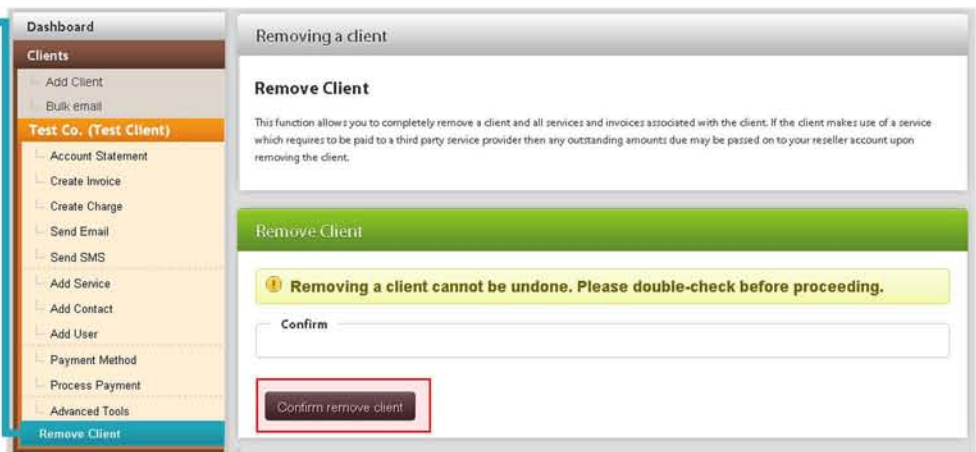
### Removing a client

This function allows you to completely remove a client and all services and invoices associated with the client from the SnapBill system.

How to remove a client and all associated invoices and services:

Go to the clients account in SnapBill and click the **Remove Client** link in the left navigation menu.

**NB:** Please double-check before proceeding. Once a client has been removed the process can not be reversed. If you are sure you want to continue, click the **Remove Client** button to proceed.



Removing a client

**Remove Client**

This function allows you to completely remove a client and all services and invoices associated with the client. If the client makes use of a service which requires to be paid to a third party service provider then any outstanding amounts due may be passed on to your reseller account upon removing the client.

**Remove Client**

⚠ Removing a client cannot be undone. Please double-check before proceeding.

Confirm

Confirm remove client

A confirmation screen will inform you of the actions that will be taken if you proceed with the removal. Remember to **Confirm** to finalise removal of the client.

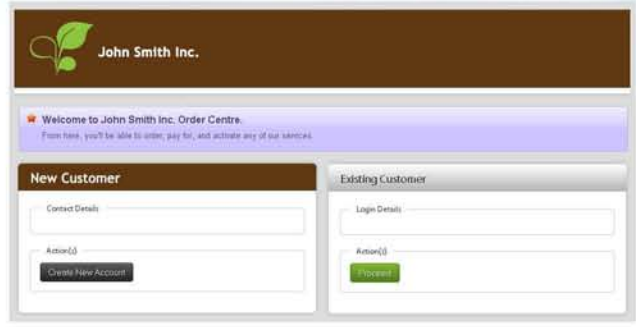
If the client makes use of a Lusion Technologies service then any outstanding amounts due may be passed on to your reseller account upon removing the client. To avoid this be sure to first cancel any services and then unpaid invoices associated with this client before proceeding to remove the client.



is:dead	Status	Client	Services	Invoices Due
	DELETED	2197/0005		
	DELETED	2197/0005		
	DELETED	2197/0005		
	DELETED	2197/0005		
	DELETED	2197/0005		

The client status will now be set to 'deleted / dead' and will not be visible in your client management section. For record purposes the removed, 'deleted / dead', client account will be stored on the system and can be viewed by typing "is:dead" into the search box.

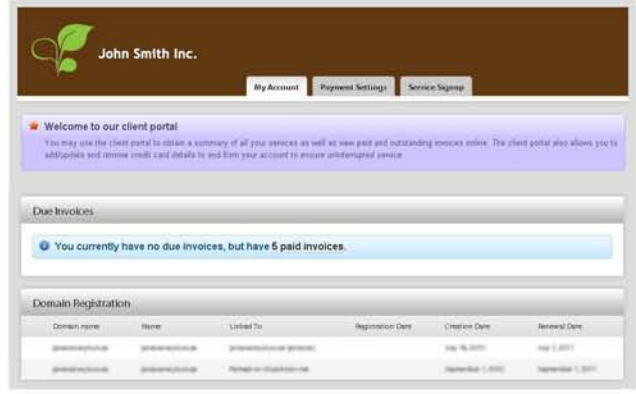
### 14 Online Order Centre



SnapBill resellers receive an automatically generated online order centre which may be used to allow their new or existing clients to sign up and pay for Lusion services as well as their own custom services added to SnapBill under **Setup → Services**.

The sign up form is located at: <http://username.snapbill.com/signup> (username refers to your SnapBill username)




### 15 Billing Management Centre



SnapBill resellers also receive a billing management centre which is automatically setup upon creation of their account. The billing management centre may be used by your clients to track their full billing history.

By logging in to the billing management centre your existing clients may view the services they have signed up for or order additional services via the integrated order form. The centre can also be used to view invoices, set payment methods and add Credit Cards or Debit Orders to their accounts.

The **Billing Management Centre** is located at: <http://username.snapbill.com/> (username refers to your SnapBill username). Clients can login to their billing management centre, website hosting control panel and webmail at this url.

-  To login to the **Billing Management Centre** your client can enter their website hosting account username and password and select **Billing Client Area** from the dropdown.
-  To login to their **Website Hosting Control Panel (cPanel)** your client can enter their website hosting account username and password and select **Website Hosting** from the dropdown.
-  To login to their **Webmail** your client can enter their email address as username and their email account password and select **Website Hosting Webmail** from the dropdown.

### 16 cPanel and Webmail Login Forms



Lusion provides basic login form templates which you may integrate into your website to allow your clients the ability to login to their control panel (cPanel) or to access their webmail online.

You can obtain your login form template code (HTML) under: **Setup → Services → Lusion Technologies → Client Code**.

Including a login form on your own website is easy. Simply paste the HTML code into your site, and your clients will be able to log in through your site. Feel free to style the forms to fit your site design, or request one of your website designers to do so.



## Support

### 17 Support Ticketing System

Priority	Department	Client	Subject	Time
General	Accounting/Invoicing		ERP Developer	September 2nd, 2:45pm
High	Accounting/Invoicing	West Dorenb. support@yourdomain.com	Lusion Technologies Invoice 10211131136	about 7 minutes ago
Admin	Accounting/Invoicing	Tim van't Hof support@yourdomain.com	Using SnapBill for account changes (4)	yesterday at 12:34pm
High	Accounting/Invoicing	support@yourdomain.co.za	addition server (2)	August 13th, 12:00pm

Priority	Department	Client	Subject	Time
High	Accounting/Invoicing	West Dorenb. support@yourdomain.com	Lusion Technologies Invoice 10211	about 11 minutes ago
General	Tim van't Hof support@yourdomain.com	Server too slow (2)	Server too slow (2)	about 16 minutes ago
General	support@yourdomain.co.za	MD to help of code strength	MD to help of code strength	about 27 minutes ago

Priority	Department	Client	Subject	Time
Admin	Accounting/Invoicing	support@yourdomain.com	Using PMP Developer (2)	at 10:00pm
General	Accounting/Invoicing	support@yourdomain.co.za	ERP Developer	on September 2nd, 2:45pm
High	Accounting/Invoicing	support@yourdomain.co.za	addition server (2)	on August 13th, 12:00pm

Priority	Department	Client	Subject	Time
High	Accounting/Invoicing	West Dorenb. support@yourdomain.com	Lusion Technologies Invoice 10211	about 11 minutes ago
General	Tim van't Hof support@yourdomain.com	Server too slow (2)	Server too slow (2)	about 16 minutes ago
General	support@yourdomain.co.za	MD to help of code strength	MD to help of code strength	about 27 minutes ago

SnapBill users have access to a complete support ticketing system. Clients can send an email to your support email address and you can view and answer these email messages from within SnapBill. Support emails can be ordered via priority and department and linked to clients accounts for easy reference. SnapBill will archive, sort and display the email correspondence you receive according to client account - making it easy to locate past email messages.

#### Setting up your email so we can handle hosting support

Lusion offers SnapBill account holders the ability to forward their hosting support email address (e.g. support@yourdomain.com) to username@snapbill.com (username refers to your SnapBill username). Lusion will then handle any hosting related support query as your business.

If your website hosting account is with Lusion Technologies you can forward your hosting support email address (e.g. support@yourdomain) to username@snapbill.com from within you cPanel. If your website hosting services are provided by another company you can contact them to assist you in forwarding your email address to username@snapbill.com.

### 18 Lusion Technologies and SnapBill Support Resources

Lusion Technologies and SnapBill have several help and support services to assist you when you need answers.



#### Lusion Technologies Support

For website hosting related support send an email to [support@lusion.co.za](mailto:support@lusion.co.za).



#### Lusion Technologies and SnapBill Knowledgebase

For video tutorials, indepth 'how to' guides & answers to frequently asked questions go to <http://support.snapbill.com/knowledgebase>.



#### SnapBill System Help Screens

Look out for help screens when navigating SnapBill. Each table in SnapBill has an expandable help screen that gives you immediate FAQ help related to that section.



#### Forums

For fast interactive help you can post your questions or suggestions in our SnapBill community forum at <http://forums.snapbill.com>.

### 19 Thank you for choosing Lusion!

We hope that you have found this quickstart guide useful in getting started with reselling Lusion Technologies services to your clients. If you have reseller hosting related questions or queries, please contact the Lusion Technologies support team at [support@lusion.co.za](mailto:support@lusion.co.za). If you have any SnapBill related questions or queries, please contact the SnapBill support team at [support@snapbill.com](mailto:support@snapbill.com). Lusion Technologies and SnapBill business hours: 8h30am-4h30pm, Mon-Fri. Email support available 24/7/365. Remember to view page 20 and 21 for answers to some frequently asked questions that relate to Lusion Technologies reseller hosting.

## Frequently Asked Questions

### 20 Services FAQ

#### How to upgrade or downgrade a service

There may come a time when one of your clients wants to move from one specific hosting package to another one. This is called upgrading or downgrading. To perform an upgrade or downgrade for a clients account you can follow the steps below:



Go to the clients account in SnapBill and click on the website hosting service he wants to upgrade/downgrade in the **Website Hosting** table.

The website hosting package details table will open. Click on the **Upgrade or Downgrade** link in the left navigation menu.

Now use the **Switch Package** table to upgrade or downgrade the hosting account to another hosting package.

The **Current Package** and **Current Term** sections display what the package and billing term that currently applies to the clients account.

Select the new hosting package from the **Package** dropdown and select the new billing term - **Monthly** or **Annually** - from the **Term** dropdown.

When you are done remember to click the **Change Package** button to confirm the upgrade or downgrade.

#### How to change a billing term for a service

When your client orders a Lusion Technologies service they have the choice of being billed **Monthly** or **Annually**. You may find that a client at some time wants to switch for being billed monthly to annually or vice versa. To change a clients billing term for a Lusion Technologies service you can follow the steps below:



Go to the clients account in SnapBill and click on the website hosting or website hosting addon service whose billing term needs to be changed.

The service details table will open. Click on the **Upgrade or Downgrade** link in the left navigation menu.

Now use the **Switch Package** table to change the billing term for the service.

The **Current Package** and **Current Term** sections display what the service and billing term currently applies to the clients account.

Select the same service as the client is currently on from the **Package** dropdown and select the new billing term - **Monthly** or **Annually** - from the **Term** dropdown.

When you are done remember to click the **Change Package** button to confirm the change in billing term.



## Frequently Asked Questions

### Domain Registration FAQ

Before you register a domain remember to check its availability. Also remember that .co.za domain registrations need to be added to your cPanel as addon or parked domains before you can successfully register them. View the full domain registration procedure below:



#### Check availability and successful registration

To check whether your domain has been registered you can view its *whois* details. If the whois details are your own this means that the domain has been successfully registered. Each domain extension has its own whois search facility:

- .co.za | <http://www.whois.co.za>
- .org.za | <http://www.org.za>
- .za.net | <http://www.za.net>
- .za.org | <http://www.za.org>
- .com or .org | <http://www.fasterwhois.com>
- .com, .net or .edu | <http://registrar.verisign-grs.com/whois>

#### Registering a .co.za domain

Before registering a .co.za domain you need to add the domain to your cPanel as a parked or addon domain. If you do not do this the domain registration will be denied.

#### How long will my registration take?

Registration times vary according to the domain extension you register:

- .co.za and .com registrations are almost instant
- .org and .net registrations will happen within a matter of minutes.
- .za.net and .za.org can take up to 7 days.

### Domain Transfer FAQ

Before you can transfer a domain remember to inform your old and new website hosting provider. Also remember that .co.za domain transfers need to be added to your cPanel as addon or parked domains before you can successfully transfer them. View the full domain transfer procedure below:



#### Moving your Website

When transferring your domain from one web host to another remember that the web host will only transfer your domain name, not your website. You are responsible for downloading your website files from the old host and uploading your website to the new hosts servers.

#### Transfer Codes

When transferring a .com, .net or .org domain a transfer code will sometimes be needed. To get a transfer code request it from your old host and supply the code to your new host.

#### Email Accounts

When transferring your domain remember to recreate your email account on the new hosts servers.

**Important note:** Transfer requests are sent from [username@snapbill.com](mailto:username@snapbill.com) (username refers to your SnapBill username).

#### Transfer Tickets

Once a transfer request has been issued the domain registrar will send you/your client and your old host a transfer ticket via email. Either you/your client or the old host will have to accept this ticket within 24 hours for the transfer to be successful. To accept the ticket delete only the word *DENY* and reply. To deny the ticket delete only the word *ACCEPT* and reply.

#### How long will my transfer take?

Transfer times vary according to domain extension:

- .co.za transfers take 24 hours.
- .com, .net & .org: between 1 to 5 days.
- .org.za & .za.org: between 7 to 14 days.