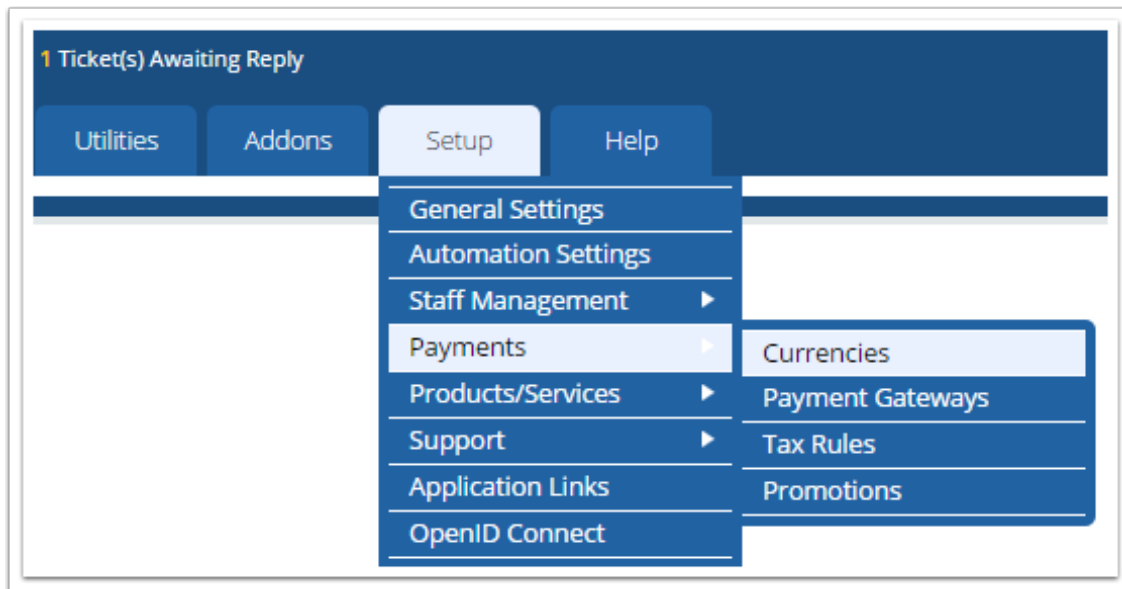# PAYMENTS & CURRENCY

Table of Contents

Multi-Currency

Selling in Multiple Currencies

WHMCS has the ability to sell a single in multiple currencies. The product price can be manually set differently in each currency, or automatically updated on a daily basis with exchange rate fluctuations.

Add a new currency

Navigate to **Setup > Payments > Currencies**

Use the form at the bottom of the page to enter the details of the new currency you wish to add:

Click Add Currency

Set product prices - Automatic Conversion

WHMCS can automatically calculate the price for products in the new currency based upon the existing price in the base currency.

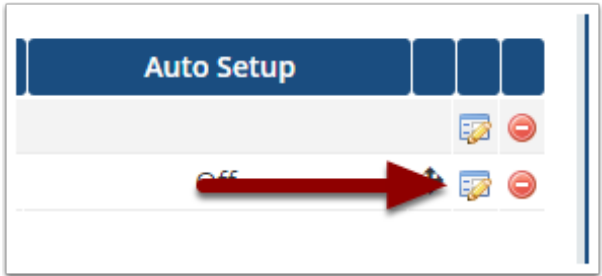Click the *Update Product Prices* button

In this example, a price in GBP would be calculated based upon the existing USD price.

Set product prices - Manual Entry

To specify fixed prices manually, navigate to Setup > Products/Services > Products/Services

Click the *Edit* icon next to your product:

Select the *Pricing* tab

1. Tick the *Enable* checkbox in the row of your newly added currency (in this example GBP)

2. Enter the price in the new currency you wish to charge for this product

Click *Save Changes*

Automatically updating product prices

WHMCS has the built in capability to automatically obtain currency exchange rates, this can be used to automatically update product prices on a daily basis in line with currency fluctuations.

Navigate to **Setup > Automation Settings**
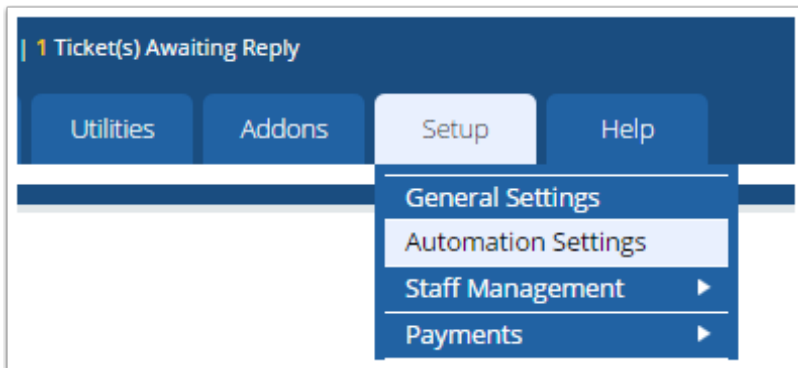
Scroll down to the *Currency Auto Update Settings* section

1. Tick the *Exchange Rates* checkbox
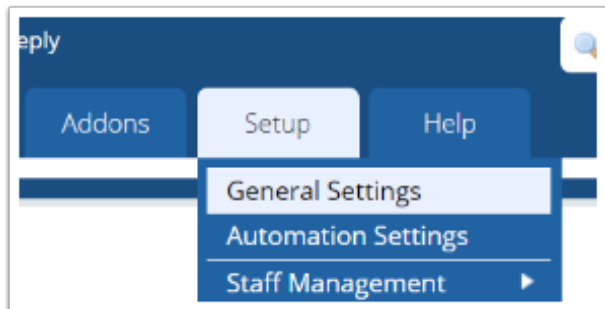2. Tick the *Product Prices* checkbox

Click *Save Changes*
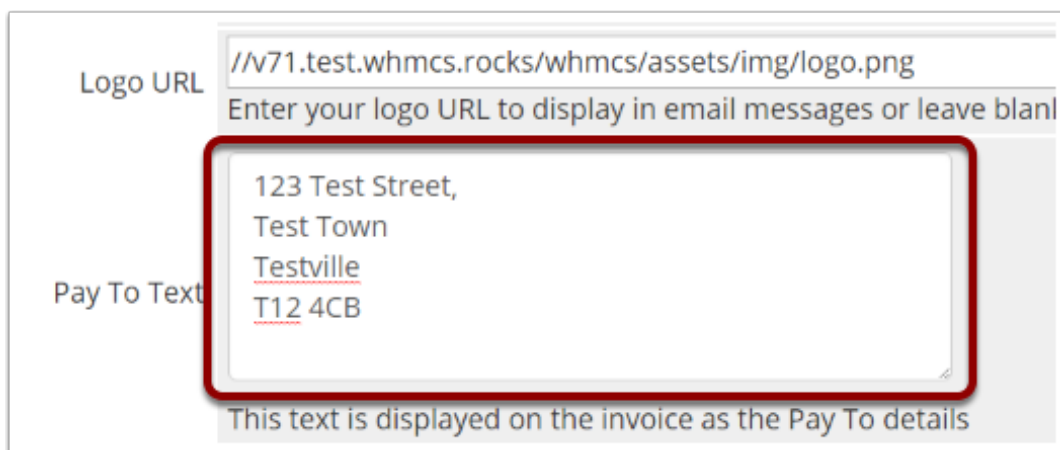
Invoices

Changing my address on invoices

Navigate to **Setup > General Settings > General tab**

Enter your new address in the *Pay To Text* field

Click *Save Changes*

The new address is now displayed on invoices.

Invoice #2

UNPAID

Due Date: Tuesday, December 27th, 2016

🔲 Pay Now

Invoiced To:
Client Test
123 Test Street,
Houston, Texas, 70077
United States

Payment Method:

Stripe ▼

Pay To:
123 Test Street,
Test Town
Testville
T12 4CB

Invoice Date:
Tuesday, December 27th, 2016

Changing Payment Instructions on Invoices

Invoices assigned to the *Mail in Payment* and *Bank Transfer* payment gateway modules will display payment instructions on invoices. To change these instructions:

Navigate to **Setup > Payments > Payment Gateways > Manage Existing Gateways**
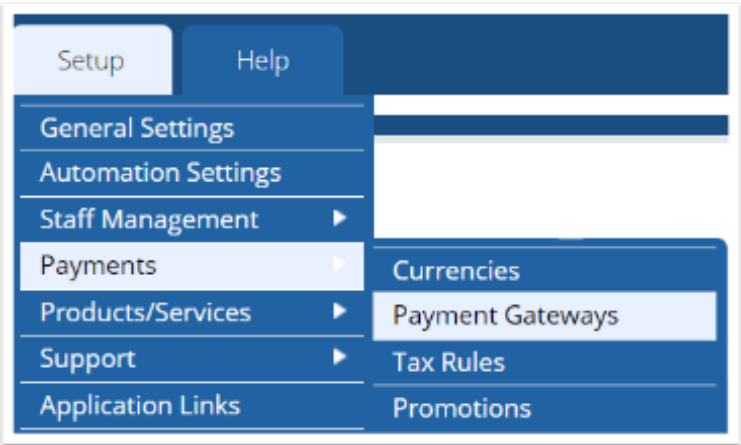
Scroll down to the *Bank Transfer Instructions* section

Enter your new payment instructions in the text area

Click *Save Changes*

The new payment instructions are displayed on invoices:

Invoice #2

UNPAID

Due Date: Tuesday, December 27th,
2016

Please make cheques payable to
"Test Company" and write your
invoice number on the back of the
cheque

Reference Number: 2

Fixing/Preserving Customer Invoice Data

In some jurisdictions it is necessary to fix the client's name, address and tax ID to that in use at the time the invoice was generated. Subsequent changes to the client's profile data must not affect existing invoices.

This can be achieved in WHMCS via the *Store Clients Data Snapshot* option. Read on to find out more.

Begin by navigating to **Setup > General Settings > Invoices tab**
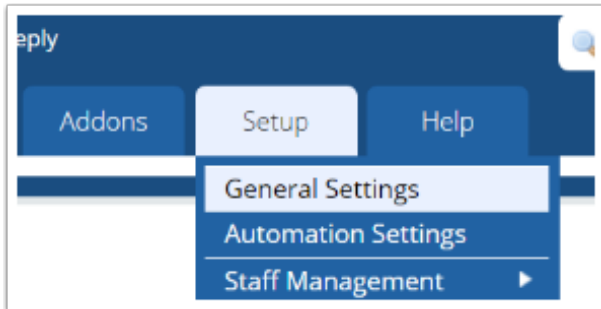
Tick the *Store Client Data Snapshot* checkbox
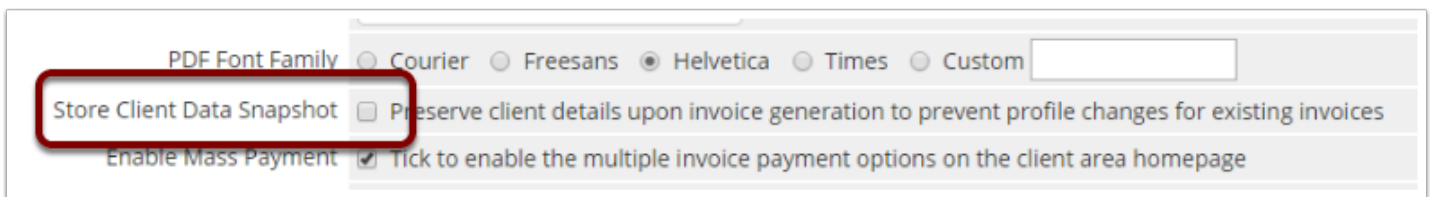
Click *Save Changes*

All invoices generated from now on will have the client's names, address and custom fields fixed to the profile data at the time of invoice generation. Invoices generated prior to enabling this option will still change based upon the client's profile data.

Creating a renewal invoice early

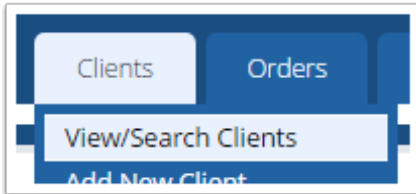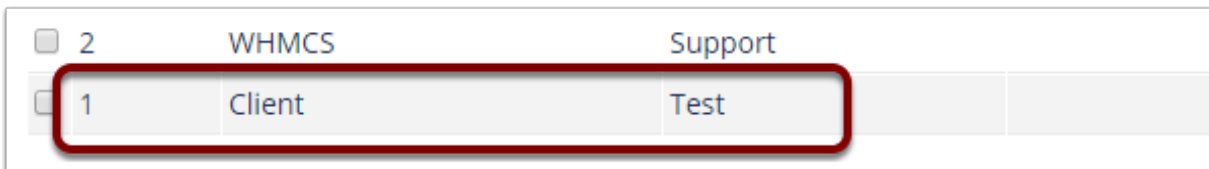There may be times where a client asks for you to invoice them for the next renewal date early. To do this in WHMCS:

Navigate to **Clients > View/Search Clients** and search for the client in question:
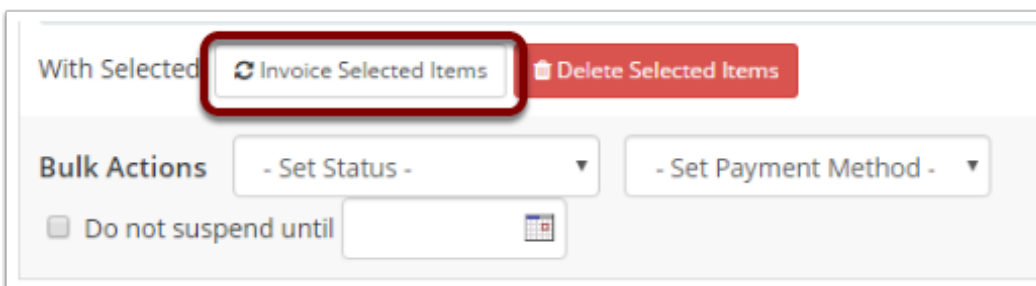

Click on the client's name to view their **Summary** tab:

Now tick the boxes of the **Products/Services/Addons** and/or **Domains** you want to generate an invoice for:

Scroll to the button of the page and click the *Invoice Selected Items* button to create the invoice(s) for the service(s):

The next invoice due for the service will now been generated immediately.

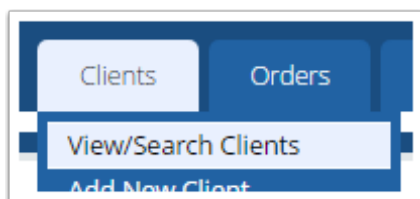- You won't be able to generate another invoice if an invoice has already been made for the next due date.
- If the Separate Invoices option is enabled in the client's Profile or Client Group, when selecting multiple items here with the same Next Due Date, a single invoice will be generated.
- The status of the service, domain or addon must be Pending, Active or Suspended to generate an invoice

Creating separate renewal invoices for a client's services
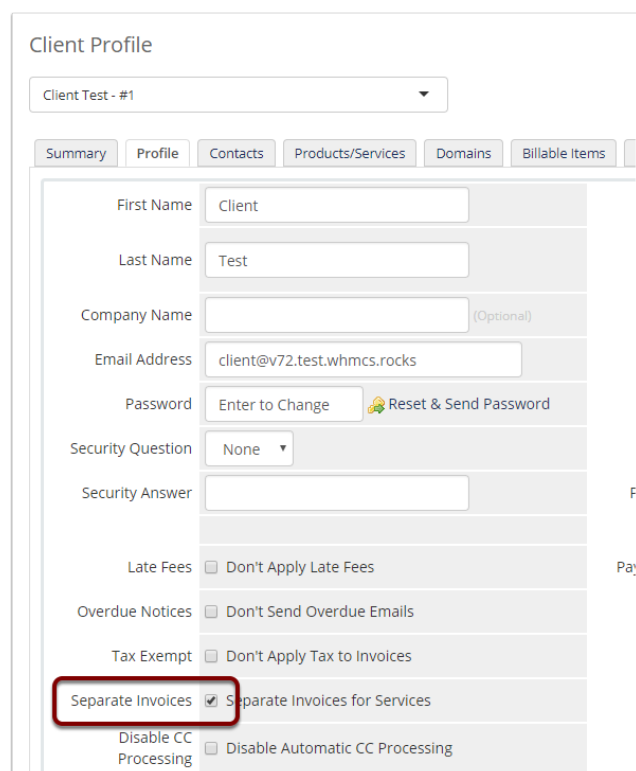
By default WHMCS groups the renewal invoices of services which are due on the same day together into a single renewal invoice. On occasion it may be desirable for each service to be invoiced on its own invoice. This guide explains how:

Separate Invoices for one client

Navigate to **Clients > View/Search Clients** and search for the client in question:

Click on the client's name and then select their **Profile** tab:

Tick the *Separate Invoices* checkbox

Click *Save Changes*

Separate Invoices for multiple clients

If you have a group of clients who should receive a separate invoices for each service, this can be arranged using Client Groups:

Navigate to **Setup > Client Groups**
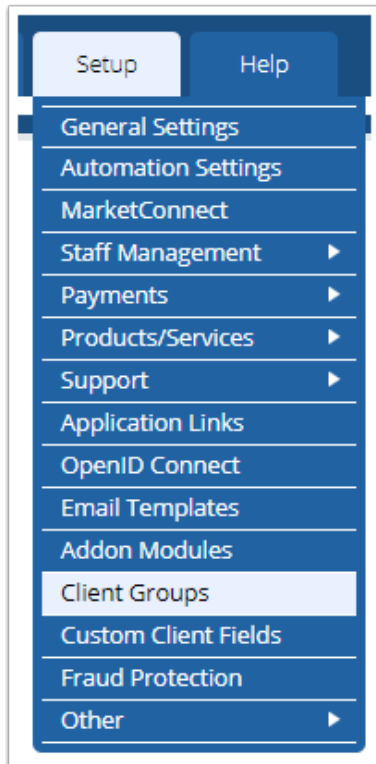
1. Add a new client group with your desired name and colour.

2. Tick the *Separate Invoices for Services* checkbox

Click *Save Changes*

Next navigate to the client's **Profile tab** (as shown above)

From the *Client Group* dropdown, select the newly created client group

Click *Save Changes*

Repeat the process to assign all the clients who should receive separate invoices to the client group.

Troubleshooting

Troubleshooting Payment Issues

Should you have received a payment but do not see it recorded in WHMCS, check the following points.

Check the Callback Settings

The first thing to check are the callback settings on your payment gateway's website to ensure it is configured to communicate with your WHMCS installation.

As a general rule, callback commands should be sent to the appropriate file in the */modules/ gateways/callback* directory but specific instructions for individual gateways can be found at [Payment Gateways](#).

Check the Gateway Log
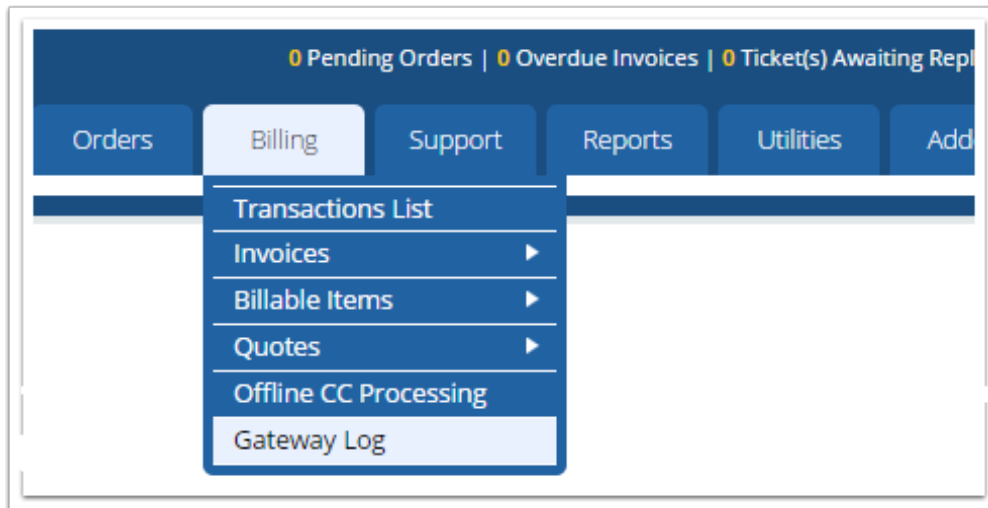
Look at the Result and Debug Data columns.

At the time of the payment attempt this should display an error message or code which your payment gateway's documentation or support team will be able to explain.

We have also collected some of the most most common errors and their causes, refer to the appropriate page in the [Payment Gateways](#) section.

No log entries

If there is no log entry at-all and you are using a [merchant gateway](#) (such as Authorize.net or PayPal Website Payment Pro) this suggests that the client has no card details on file. To confirm this:

1. Navigate to the client's **Summary tab**

2. Click **Credit Card Information**

3. In the example we can see there are no card details which we could charge.

And finally...

If all the configuration is good, it indicates your gateway is unable to communicate with the callback file on your server. A server setting such as the firewall or mod_security could be blocking them. Liaise with your payment gateway and server administrator to resolve such matters.

Troubleshooting Client Details Display Issues on Invoices

Sometimes client details may not be displayed on an invoice the way you're expecting. This guide explains the reasons for this.

Store Client Data Snapshot

Navigate to **Setup > General Settings > Invoices tab**
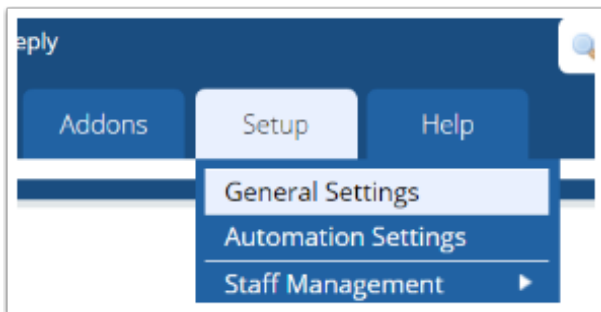
Take note of the *Store Client Data Snapshot* setting:
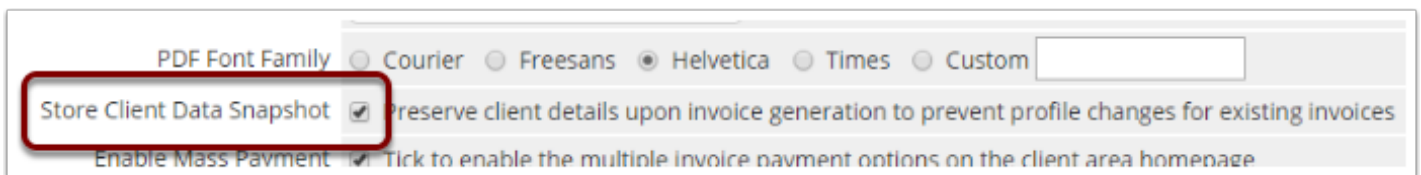
If the *Store Client Data Snapshot* option is ticked, the client's name and address which was on their profile at the invoice of invoice generation will be fixed on the invoice. Subsequent changes to the client's Profile data will not be reflected on existing invoices.

Unticking this option will cause all invoices to show the client's current Profile data on invoices.

More information on this feature is located at https://docs.whmcs.com/Invoice_Tab#Store_Client_Data_Snapshot

Billing Contact

Navigate to **Clients > View/Search Clients** and search for the client in question:

Click on the client's name and then select their **Profile** tab:

Review the *Billing Contact* setting.

- If the Billing Contact is set to *Default*, then the client's Profile data will be displayed on invoices.
- If the Billing Contact is set to something else, then the Contact's details will be displayed on invoices

If a Billing Contact is selected, click the **Contacts** tab

Edit the Billing Contact's details, and this will update the client details displayed on the invoice.

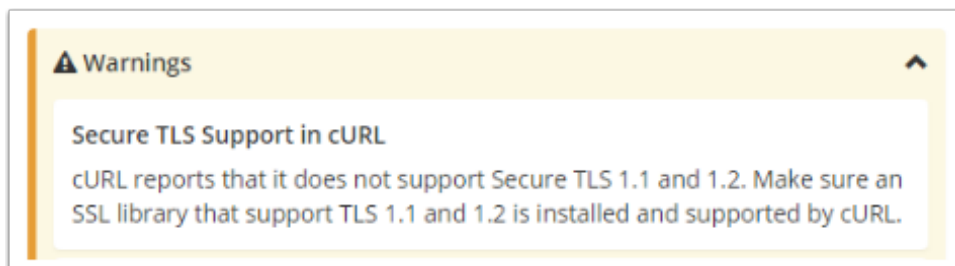More information on this feature is located at https://docs.whmcs.com/ Clients:Contacts_Tab#Billing_Contact

Troubleshooting sslv3 alert handshake failure and tlsv1 alert protocol version Errors

Introduction

cURL Error code 35 "Unknown SSL protocol", "Unsupported SSL protocol", "sslv3 alert handshake failure" or "tlsv1 alert protocol version" errors may occur when WHMCS attempts to connect to a remote service such as a payment gateway or registrar via a secure connection.

You may also see a *Secure TLS Support in cURL* warning on the **Help > System Health Status** page:

> ⚠ Warnings ⌃
>
> **Secure TLS Support in cURL**
> cURL reports that it does not support Secure TLS 1.1 and 1.2. Make sure an SSL library that support TLS 1.1 and 1.2 is installed and supported by cURL.

Your server is attempting a secure connection to using the outdated SSL protocol. As this is no-longer secure, most providers now require connections be made using the newer TLS 1.2 protocols instead:

- https://stripe.com/docs/security#tls
- https://support.authorize.net/authkb/index?page=content&id=A1623
- https://www.paypal-notice.com/en/TLS-1.2-and-HTTP1.1-Upgrade/
- http://registrars.nominet.uk/news/system-announcements/TLS-Strengthening?page=6

The WHMCS code is cryptographic protocol agnostic. Ie. we do not specify a particular protocol version when establishing cURL connections to external services. cURL will auto-negotiate the best available cryptographic protocol based upon the server configuration and the service being connected to.

As a result, any restrictions to the cryptographic protocol WHMCS can use are as a result of the server configuration and not WHMCS itself.

Troubleshooting

To help resolve such errors it will be necessary to work with your server admin/hosting provider to ensure that remote cURL connections are made using the TLS 1.2 protocol by default, rather than the outdated SSL, TLS 1.0 and TLS 1.1 protocols.

There are a few items which can be checked quickly to help identify the cause of this error:

- Update to WHMCS 6.0 or above. Ideally the current Active Version.

- Check the version of PHP applied to the WHMCS directory is PHP 5.6 or above.
- Check the version of cURL installed on your server is sufficient to support the cryptographic protocol accepted by the service being connected to: https://curl.haxx.se/libcurl/c/CURLOPT_SSLVERSION.html
- Check the SSL Library installed on your server supports the cryptographic protocol accepted by the service being connected to: https://curl.haxx.se/docs/ssl-compared.html
- Test your website using a service such as https://www.ssllabs.com/ssltest/ - make sure your required protocol is displayed at the top of the list:

Configuration	
Protocols	
TLS 1.2	Yes
TLS 1.1	Yes
TLS 1.0	Yes