

PAYMENTS & CURRENCY

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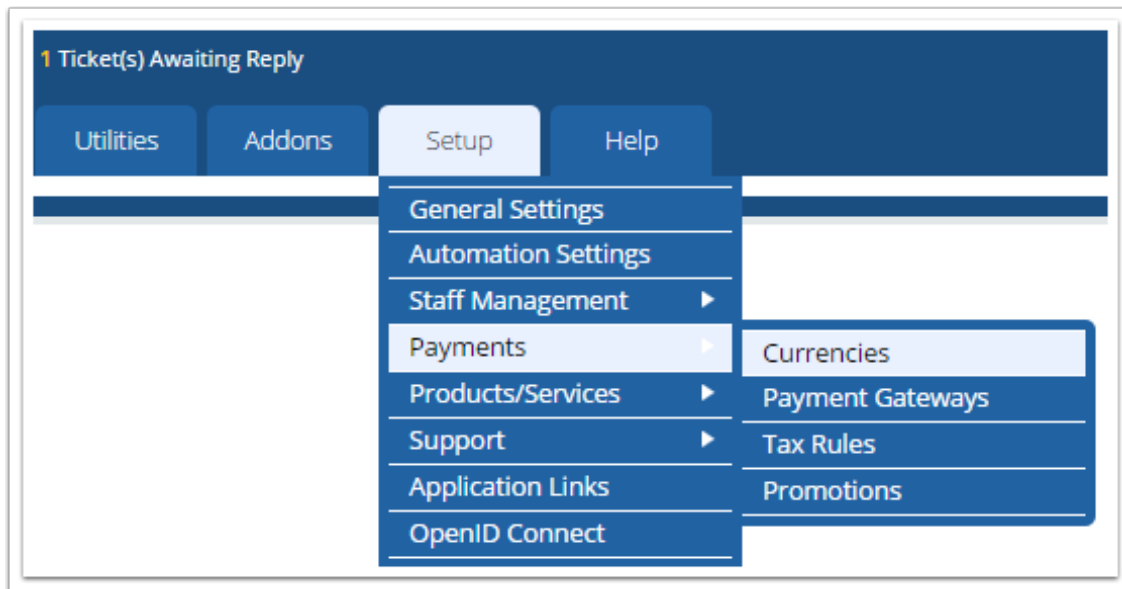
Multi-Currency

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:

Currencies

You can sell in different currencies concurrently by setting them up below. Customers who visit your site can

Currency Code	Prefix	Suffix	Format
USD	\$	USD	1234.56

Add Additional Currency

Currency Code eg. USD, GBP, etc...

Prefix

Suffix

Format

Base Conv. Rate The current rate to convert to base currency

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

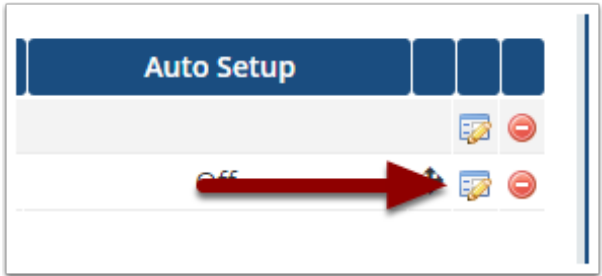
Currency Code	Prefix	Suffix	Format	Base Conv. Rate
GBP	£		1234.56	0.80000
USD	\$	USD	1234.56	1.00000

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

Products/Services

Edit Product

DetailsPricingModule SettingsCustom FieldsConfigurable Options

Payment Type

☐ Free

☐ One Time

☒ Recurring

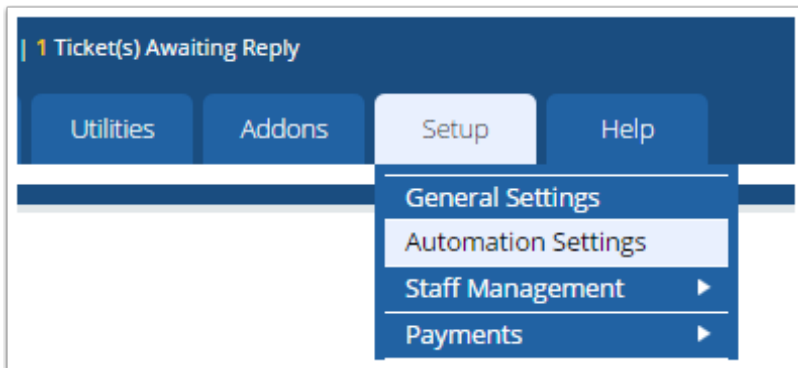
Currency		One Time/Monthly	Quarterly
GBP	Setup Fee	<input type="text" value="0.00"/>	
	Price	<input type="text" value="7.00"/>	
	Enable	<input checked="" type="checkbox"/>	<input type="checkbox"/>
USD	Setup Fee	<input type="text" value="0.00"/>	
	Price	<input type="text" value="10.00"/>	
	Enable	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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

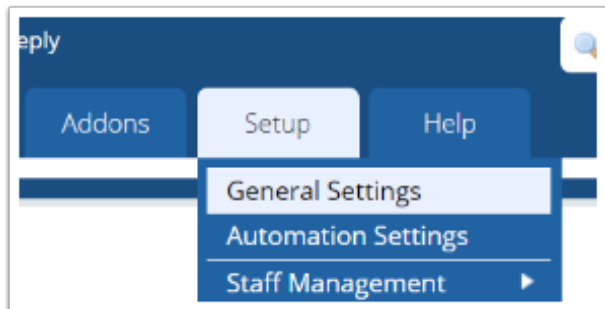
A screenshot of the 'Currency Auto Update Settings' section in the WHMCS interface. The section title is 'Currency Auto Update Settings'. Below the title, there are two rows of settings. The first row is 'Exchange Rates' with a checked checkbox and a tooltip that says 'Tick this box to attempt to auto update exchange rates'. The second row is 'Product Prices' with a checked checkbox and a tooltip that says 'Tick this box to update product prices using the exchange rates'. A circled '1' is placed next to the 'Exchange Rates' checkbox, and a circled '2' is placed next to the 'Product Prices' checkbox. Below these settings is another section titled 'Domain Reminder Settings'. In this section, there is a label 'First Renewal Notice' followed by a text input field containing the number '30', and then the text 'Enter the number of days' followed by a dropdown menu currently set to 'before'.

Click *Save Changes*

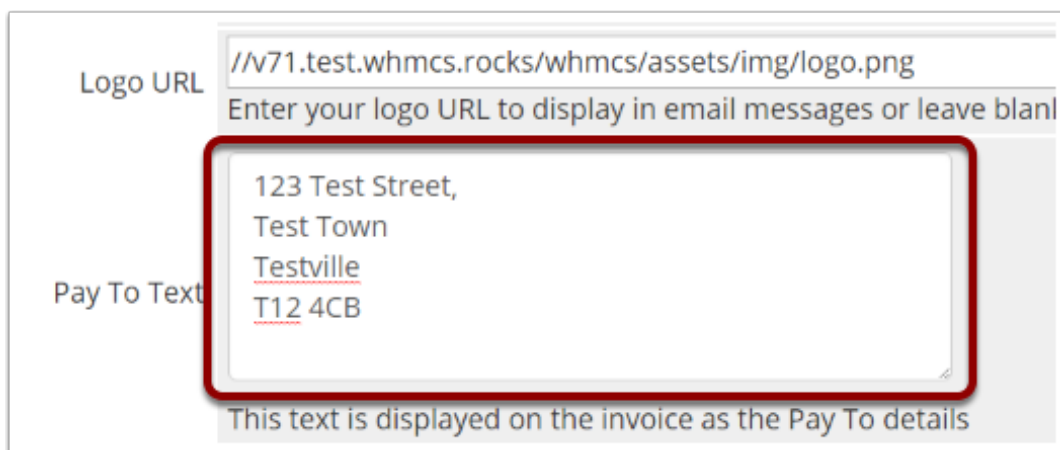
Invoices

Changing my address on invoices

Navigate to Setup > General Settings > General tab



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

A screenshot of a settings form. The form has two main sections. The top section is labeled 'Logo URL' and contains a text input field with the value '/v71.test.whmcs.rocks/whmcs/assets/img/logo.png'. Below this is a label 'Pay To Text' and a larger text input field. The input field contains the address '123 Test Street, Test Town Testville T12 4CB'. The text 'Testville' and 'T12 4CB' are underlined. A red rectangular box highlights the entire text input field. Below the input field, there is a small text label that says 'This text is displayed on the invoice as the Pay To details'.

Click *Save Changes*

The new address is now displayed on invoices.

UNPAID

Invoice #2

Due Date: Tuesday, December 27th,
2016

 Pay Now

Invoiced To:

Client Test
123 Test Street,
Houston, Texas, 70077
United States

Pay To:

123 Test Street,
Test Town
Testville
T12 4CB

Payment Method:

Stripe ▼

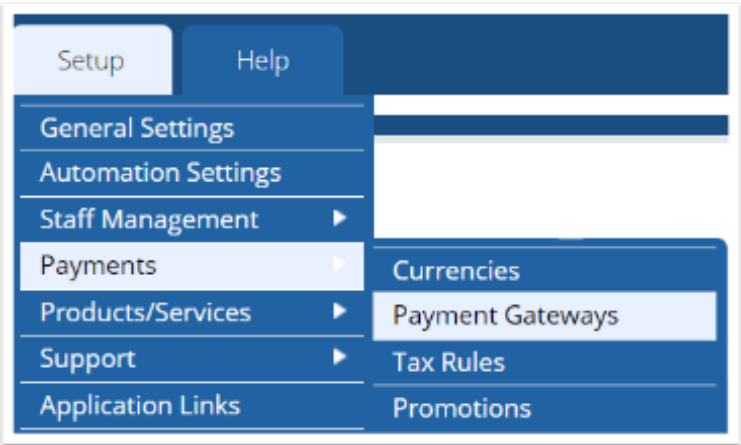
Invoice Date:

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

Display Name

Mail In Payment

Bank Transfer Instructions

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

The instructions you want displaying to customers who choose this pay will be shown underneath the text entered above

Click *Save Changes*

The new payment instructions are displayed on invoices:

UNPAID

Invoice #2

Due Date: Tuesday, December 27th,
2016

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

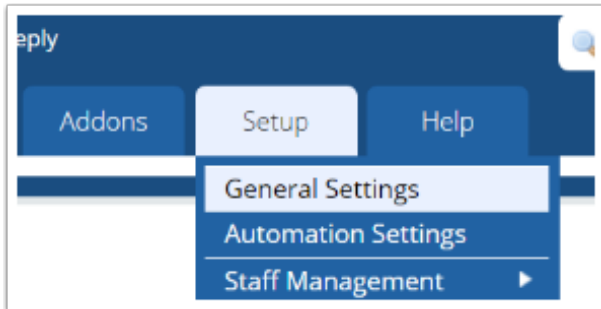
Reference Number: 2

Fixing/Preserving Customer Invoice Data

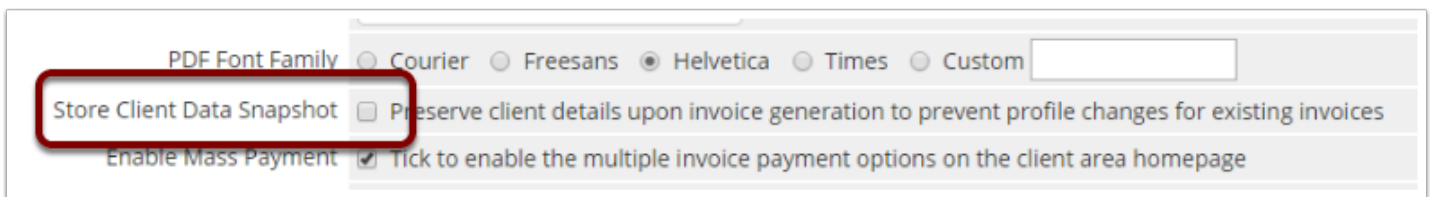
In some jurisdictions it is necessary to fix the client's name, address and tax ID to that in use at the time the invoice was generated. Subsequent changes to the client's profile data must not affect existing invoices.

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



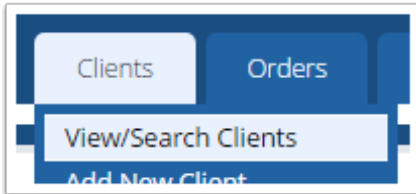
Click *Save Changes*

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.

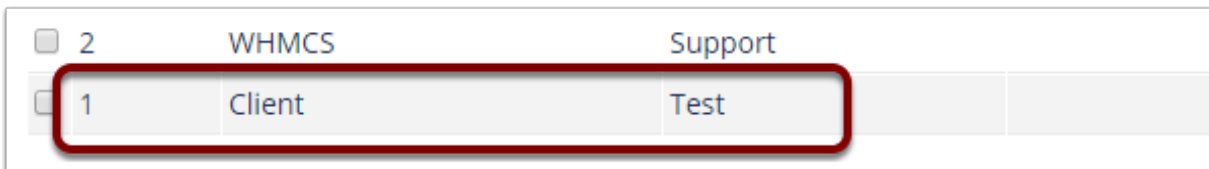
Creating a renewal invoice early

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:



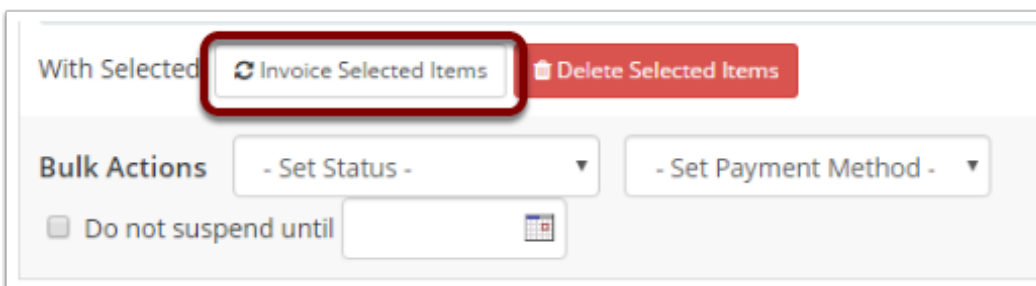
Click on the client's name to view their **Summary** tab:



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

Products/Services							
<input type="checkbox"/>	ID	Product/Service	Amount	Billing Cycle	Signup Date	Next Due Date	Status
<input checked="" type="checkbox"/>	3	Bronze - exampledomain.com	\$10.00 USD	Monthly	02/06/2017	02/06/2017	Active
<input type="checkbox"/>	9	Silver - (No Domain)	\$20.00 USD	Monthly	25/05/2017	25/05/2017	Pending
<input type="checkbox"/>	7	Incoming, Outgoing & Archiving Bundle - testingwebsite.com	\$0.00 USD	Free	12/04/2017	-	Active
<input type="checkbox"/>	6	Bronze - example4t456.com	\$5.00 USD	Monthly	11/04/2017	11/04/2017	Pending

Scroll to the bottom 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 be generated immediately.

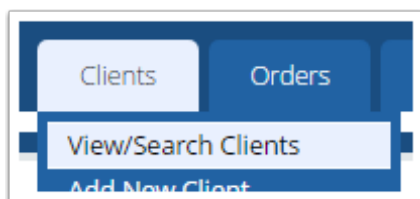
- You won't be able to generate another invoice if an invoice has already been made for the next due date.
- If the Separate Invoices option is enabled in the client's Profile or Client Group, when selecting multiple items here with the same Next Due Date, a single invoice will be generated.
- The status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

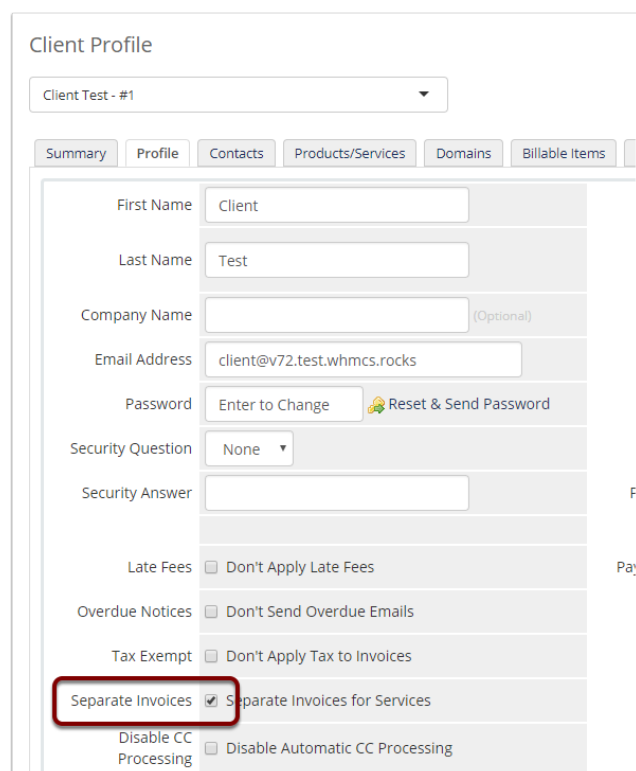
By default WHMCS groups the renewal invoices of services which are due on the same day together into a single renewal invoice. On occasion it may be desirable for each service to be invoiced on its own invoice. This guide explains how:

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:

A screenshot of the 'Client Profile' form in WHMCS. The form has a dropdown menu at the top showing 'Client Test - #1'. Below this are several tabs: 'Summary', 'Profile', 'Contacts', 'Products/Services', 'Domains', and 'Billable Items'. The 'Profile' tab is currently selected. The form contains various input fields for client information: 'First Name' (Client), 'Last Name' (Test), 'Company Name' (Optional), 'Email Address' (client@v72.test.whmcs.rocks), 'Password' (Enter to Change with a 'Reset & Send Password' link), 'Security Question' (None), and 'Security Answer'. At the bottom, there are several checkboxes: 'Late Fees' (Don't Apply Late Fees), 'Overdue Notices' (Don't Send Overdue Emails), 'Tax Exempt' (Don't Apply Tax to Invoices), 'Separate Invoices' (checked), and 'Disable CC Processing' (Disable Automatic CC Processing). The 'Separate Invoices' checkbox is highlighted with a red rectangular box.

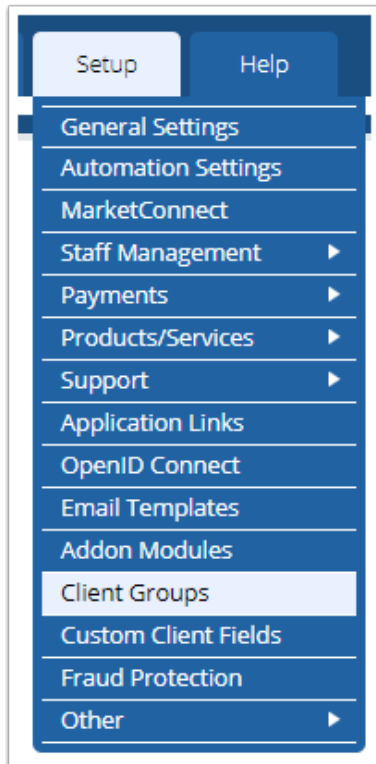
Tick the *Separate Invoices* checkbox

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

Add Client Group


Group Name	Special Clients 1
Group Colour	#ffffff 
Group Discount %	<input type="text"/>
Exempt from Suspend & Terminate	<input type="checkbox"/>
Separate Invoices for Services	<input checked="" type="checkbox"/> 2

[Save Changes](#)

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

Summary	Profile	Contacts	Products/Services	Domains	Billable Items	Invoices	Quotes	Transactions	Emails
First Name	Client	Address 1	123 Test Street						
Last Name	Test	Address 2	<input type="text"/>						
Company Name	<input type="text"/> (Optional)	City	Houston						
Email Address	client@v72.test.whmcs.rocks	State/Region	Texas ▼						
Password	Enter to Change 	Postcode	70077						
Security Question	None ▼	Country	United States ▼						
Security Answer	<input type="text"/>	Phone Number	0123456789						
Late Fees	<input type="checkbox"/> Don't Apply Late Fees	Payment Method	Select to Chang ▼						
Overdue Notices	<input type="checkbox"/> Don't Send Overdue Emails	Billing Contact	Default ▼						
Tax Exempt	<input type="checkbox"/> Don't Apply Tax to Invoices	Language	English ▼						
Separate Invoices	<input type="checkbox"/> Separate Invoices for Services	Status	Active ▼						
Disable CC Processing	<input type="checkbox"/> Disable Automatic CC Processing	Currency	USD ▼						
Marketing Emails Opt-out	<input type="checkbox"/> Don't send client marketing emails	Client Group	Special Clients ▼						
Status Update	<input type="checkbox"/> Disable Automatic Status Update	Two-Factor Authentication	<input type="checkbox"/> Enabled - Uncheck to disable						

Click *Save Changes*

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

Troubleshooting

Troubleshooting Payment Issues

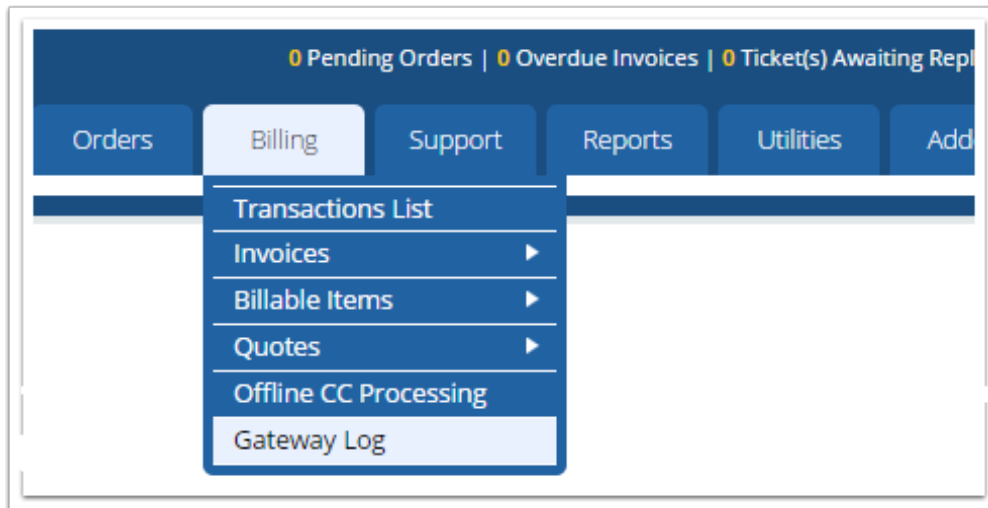
Should you have received a payment but do not see it recorded in WHMCS, check the following points.

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 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

The screenshot shows the WHMCS Client Profile interface. On the left, the 'Clients Information' tab is active, displaying client details for 'Client Test'. A red circle with the number '1' highlights the 'Summary' tab, and a red circle with the number '2' highlights the 'Credit Card Information' link in the bottom navigation bar. On the right, a modal window titled 'Credit Card Details' is open. It shows 'Existing Card Details' as 'No existing card details on record' (highlighted with a red circle and number '3'). Below this, the 'Enter New Card Details' section contains fields for Card Type (set to Visa), Card Number, Expiry Date (MM/YY), and CVV Number. At the bottom of the modal are buttons for 'Save Changes', 'Close Window', and 'Clear Details'.

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

And finally...

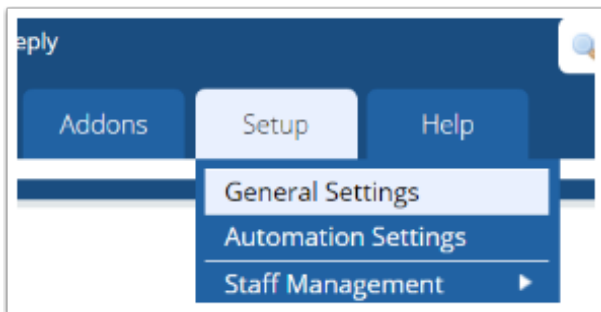
If all the configuration is good, it indicates your gateway is unable to communicate with the callback file on your server. A server setting such as the firewall or mod_security could be blocking them. Liaise with your payment gateway and server administrator to resolve such matters.

Troubleshooting Client Details Display Issues on Invoices

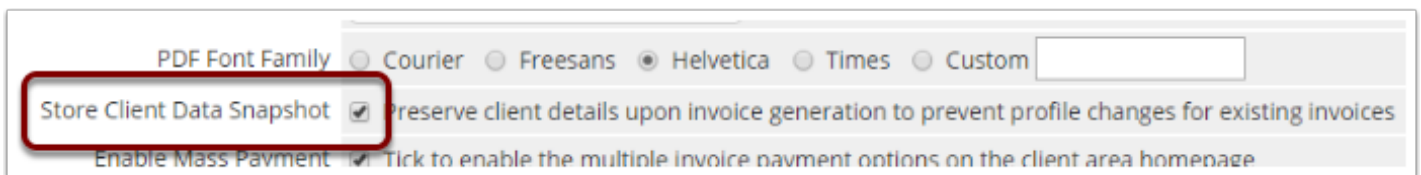
Sometimes client details may not be displayed on an invoice the way you're expecting. This guide explains the reasons for this.

Store Client Data Snapshot

Navigate to Setup > General Settings > Invoices tab



Take note of the *Store Client Data Snapshot* setting:



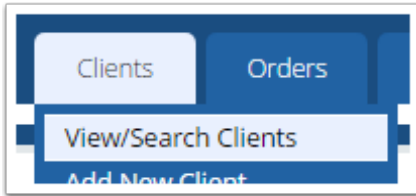
If the *Store Client Data Snapshot* option is ticked, the client's name and address which was on their profile at the time of invoice generation will be fixed on the invoice. Subsequent changes to the client's Profile data will not be reflected on existing invoices.

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:

Client Profile

Client Test - #1

1

Summary Profile Contacts Products/Services Domains Billable Items Invoices Quotes Transactions Emails

First Name Client Address 1 123 Test Street

Last Name Test Address 2 (Optional)

Company Name (Optional) City Houston

Email Address client@v72.test.whmcs.rocks State/Region Texas

Password Enter to Change Reset & Send Password Postcode 70077

Security Question None Country United States

Security Answer Phone Number 0123456789

Late Fees ☐ Don't Apply Late Fees

Overdue Notices ☐ Don't Send Overdue Emails

Tax Exempt ☐ Don't Apply Tax to Invoices

2

Payment Method Select to Change

Billing Contact WHMCS Suppo

Language English

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

Client Profile

Client Test - #1

Summary

Profile

Contacts

Products/Services

Domains

Billable Items

Invoices

Quotes

Transactions

Emails

Contacts: WHMCS Support - whmcstester123@gmail.com

First Name

WHMCS

Last Name

Support

Company Name

(Optional)

Email Address

whmcstester123@gmail.com

Activate Sub-Account

☐ Tick to Enable

Password

Enter to Change

Email Notifications

☐ General
☐ Invoice
☐ Support
☐ Product
☐ Domain
☐ Affiliate

Address 1

123 Test Street

Address 2

(Optional)

City

Houston

State/Region

Postcode

123456

Country

Sweden

Phone Number

123456789

☐ Modify Master Account Profile
☐ View & Pay Invoices
☐ View & Manage Contacts
☐ View & Accept Quotes

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

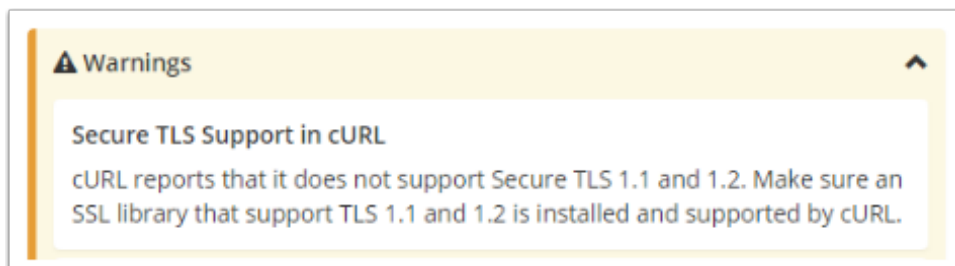
More information on this feature is located at https://docs.whmcs.com/Clients:Contacts_Tab#Billing_Contact

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:



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. I.e. 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