

PAYMENTS & CURRENCY

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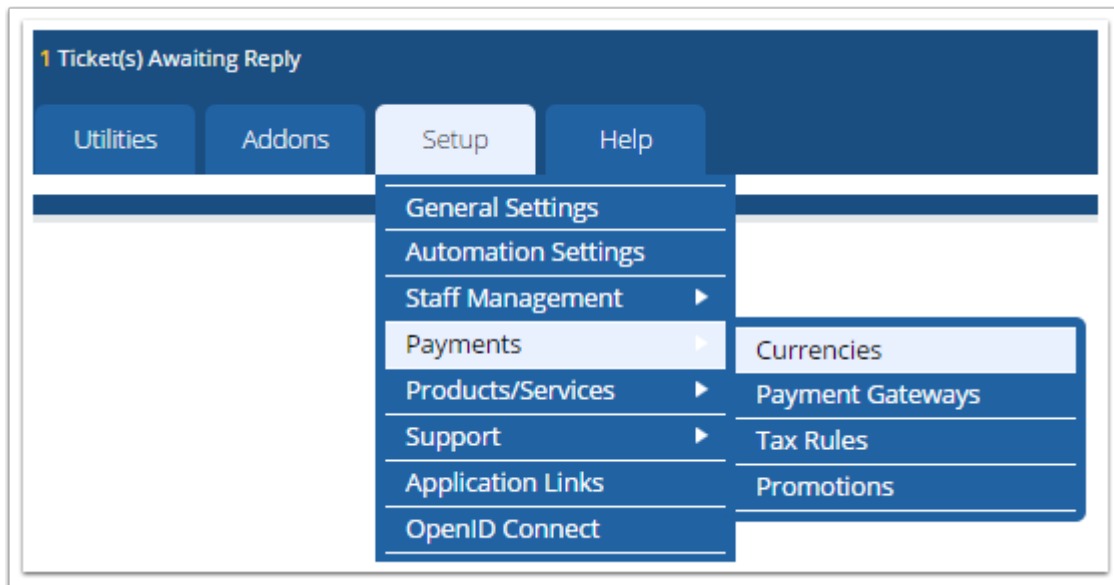
Multi-Currency

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

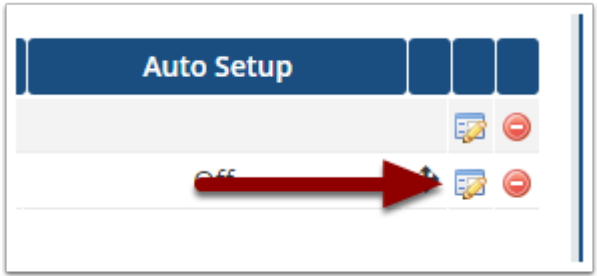
Currency Code	Prefix	Suffix	Format	Base Conv. Rate
GBP	£		1234.56	0.80000
USD	\$	USD	1234.56	1.00000

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

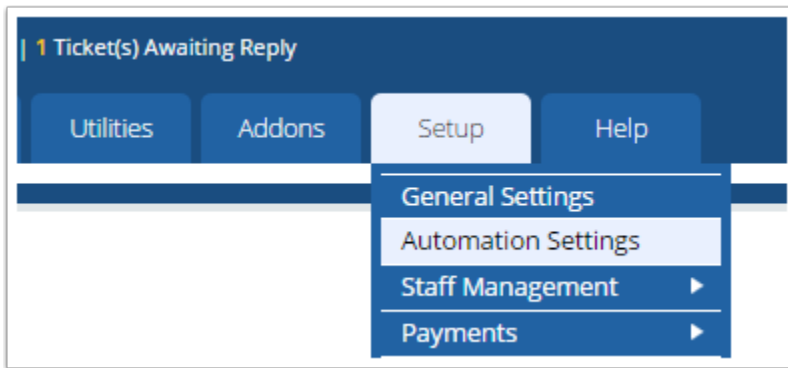
Currency		One Time/Monthly	Quarterly
GBP	Setup Fee	0.00	
	Price	7.00	
	Enable	☒	☐
USD	Setup Fee	0.00	
	Price	10.00	
	Enable	☒	☐

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

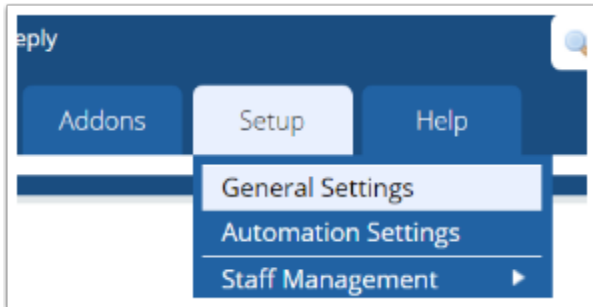
A screenshot of the 'Currency Auto Update Settings' section in the WHMCS interface. The section is titled 'Currency Auto Update Settings' and contains two checkboxes, both of which are checked. The first checkbox is labeled 'Exchange Rates' and has a tooltip that says 'Tick this box to attempt to auto update exchange rates'. The second checkbox is labeled 'Product Prices' and has a tooltip that says 'Tick this box to update product prices using the exchange rates'. Below these checkboxes is a 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 with the word 'before' and a downward arrow. There are two circular callout boxes with numbers '1' and '2' pointing to the 'Exchange Rates' and 'Product Prices' checkboxes respectively.

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 software settings form. The 'Logo URL' field is at the top, containing the text '//v71.test.whmcs.rocks/whmcs/assets/img/logo.png'. Below it is the 'Pay To Text' field, which is highlighted with a red border. The 'Pay To Text' field contains the text '123 Test Street, Test Town Testville T12 4CB'. Below the 'Pay To Text' field, there is a note 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 ▼

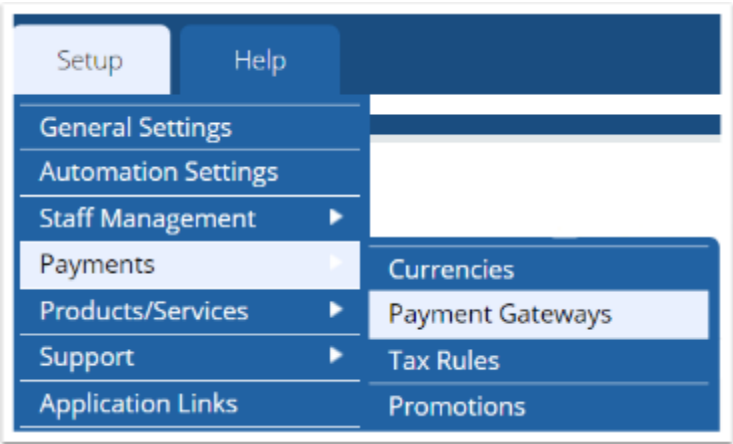
Invoice Date:

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

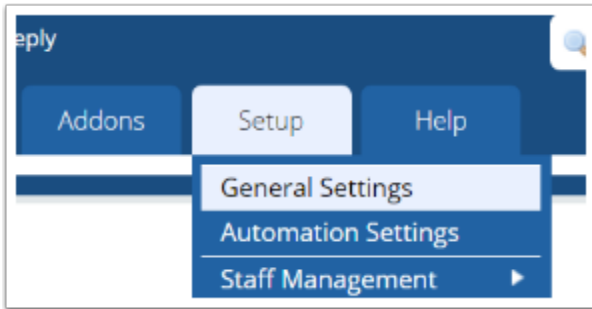
Reference Number: 2

Fixing/Preserving Customer Invoice Data

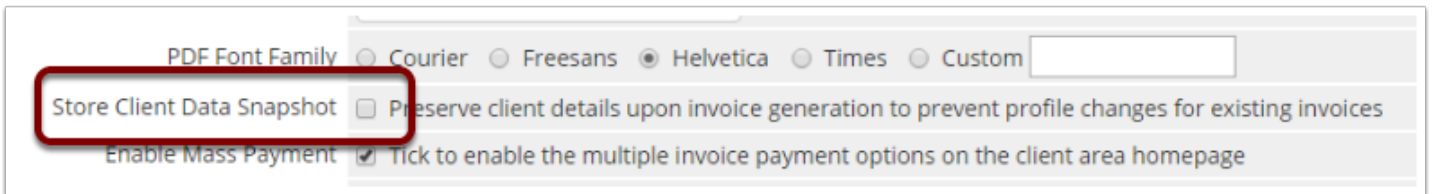
In some jurisdictions it is necessary to fix the client's name, address and tax ID to that in use at the time the invoice was generated. Subsequent changes to the client's profile data must not affect existing invoices.

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



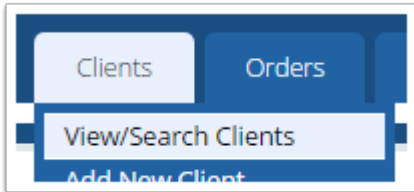
Click *Save Changes*

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.

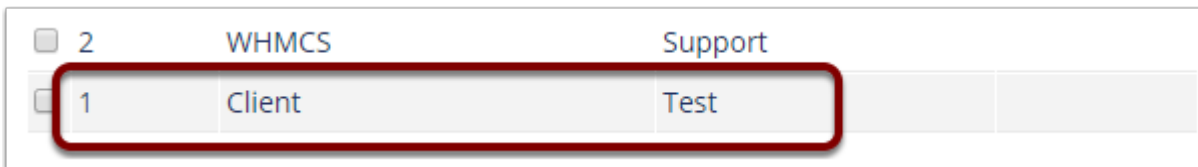
Creating a renewal invoice early

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:



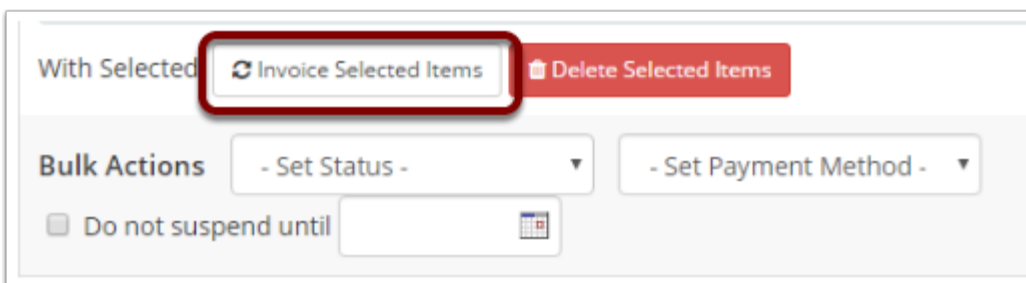
Click on the client's name to view their **Summary** tab:



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

Products/Services							
☐	ID	Product/Service	Amount	Billing Cycle	Signup Date	Next Due Date	Status
☒	3	Bronze - exampledomain.com	\$10.00 USD	Monthly	02/06/2017	02/06/2017	Active
☐	9	Silver - (No Domain)	\$20.00 USD	Monthly	25/05/2017	25/05/2017	Pending
☐	7	Incoming, Outgoing & Archiving Bundle - testingwebsite.com	\$0.00 USD	Free	12/04/2017	-	Active
☐	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 been generated immediately.

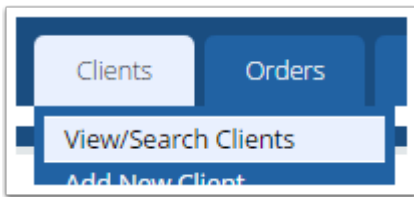
- You won't be able to generate another invoice if an invoice has already been made for the next due date.
- If the Separate Invoices option is enabled in the client's Profile or Client Group, when selecting multiple items here with the same Next Due Date, a single invoice will be generated.
- The status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

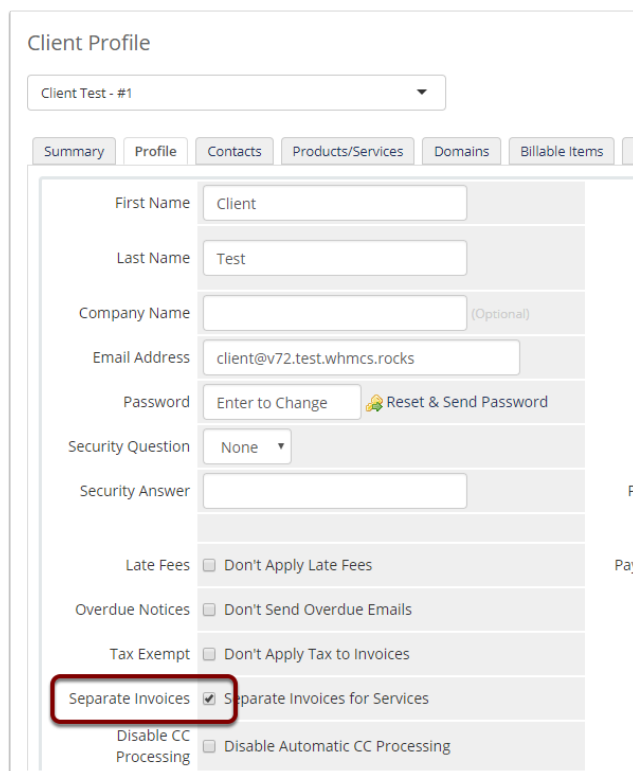
By default WHMCS groups the renewal invoices of services which are due on the same day together into a single renewal invoice. On occasion it may be desirable for each service to be invoiced on its own invoice. This guide explains how:

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:

A screenshot of the 'Client Profile' form in WHMCS. The form has a dropdown menu at the top set to 'Client Test - #1'. Below this are several tabs: 'Summary', 'Profile', 'Contacts', 'Products/Services', 'Domains', and 'Billable Items'. The 'Profile' tab is active. 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 rectangle.

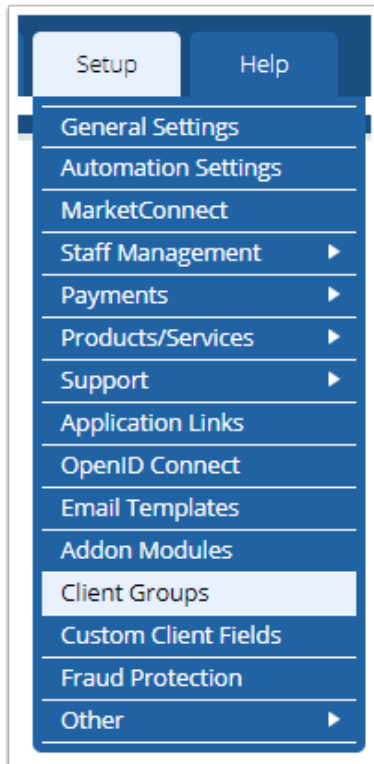
Tick the *Separate Invoices* checkbox

Click *Save Changes*

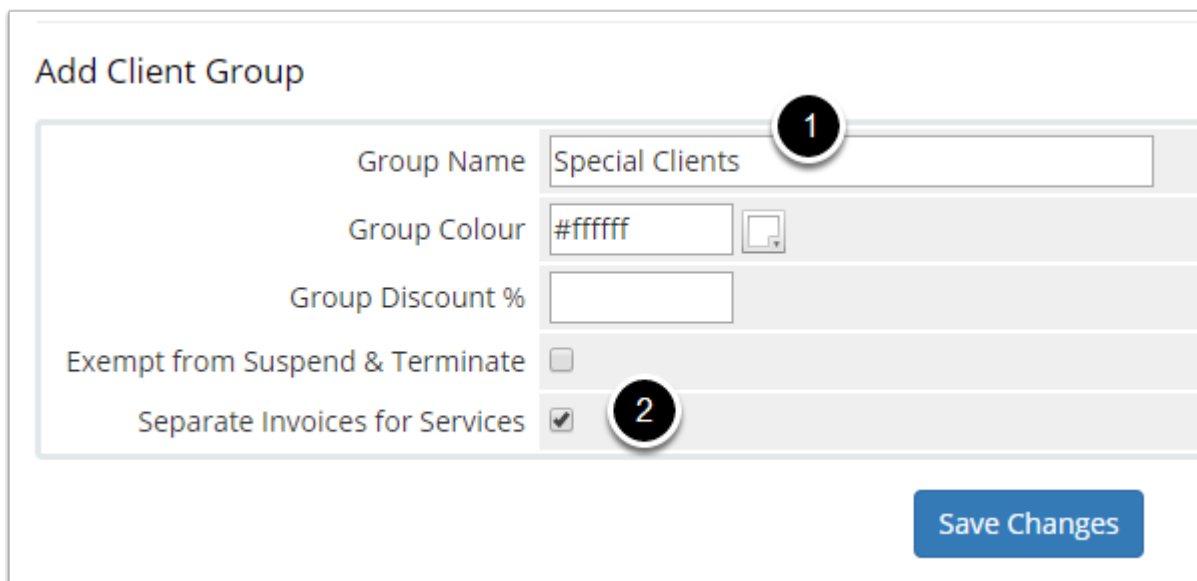
Separate Invoices for multiple clients

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

A screenshot of the 'Add Client Group' form. The form has the following fields and options: 'Group Name' with the value 'Special Clients' (annotated with a circled '1'), 'Group Colour' with the value '#ffffff' and a color picker icon, 'Group Discount %' with an empty input field, 'Exempt from Suspend & Terminate' with an unchecked checkbox, and 'Separate Invoices for Services' with a checked checkbox (annotated with a circled '2'). A 'Save Changes' button is located at the bottom right of the form.

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

SummaryProfileContactsProducts/ServicesDomainsBillable ItemsInvoicesQuotesTransactionsEmails

First NameClient

Last NameTest

Company Name(Optional)

Email Addressclient@v72.test.whmcs.rocks

PasswordEnter to ChangeReset & Send Password

Security QuestionNone

Security Answer

Late Fees☐ Don't Apply Late Fees

Overdue Notices☐ Don't Send Overdue Emails

Tax Exempt☐ Don't Apply Tax to Invoices

Separate Invoices☐ Separate Invoices for Services

Disable CC Processing☐ Disable Automatic CC Processing

Marketing Emails Opt-out☐ Don't send client marketing emails

Status Update☐ Disable Automatic Status Update

Address 1123 Test Street

Address 2(Optional)

CityHouston

State/RegionTexas

Postcode70077

CountryUnited States

Phone Number0123456789

Payment MethodSelect to Chang

Billing ContactDefault

LanguageEnglish

StatusActive

CurrencyUSD

Client GroupSpecial Clients

Two-Factor Authentication☐ Enabled - Uncheck to disable

Click *Save Changes*

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

Payment Gateways

CCAvenue Old Gateway Shutdown

What is Happening?

CCAvenue are closing down their legacy API with the endpoint https://www.ccavenue.com/shopzone/cc_details.jsp

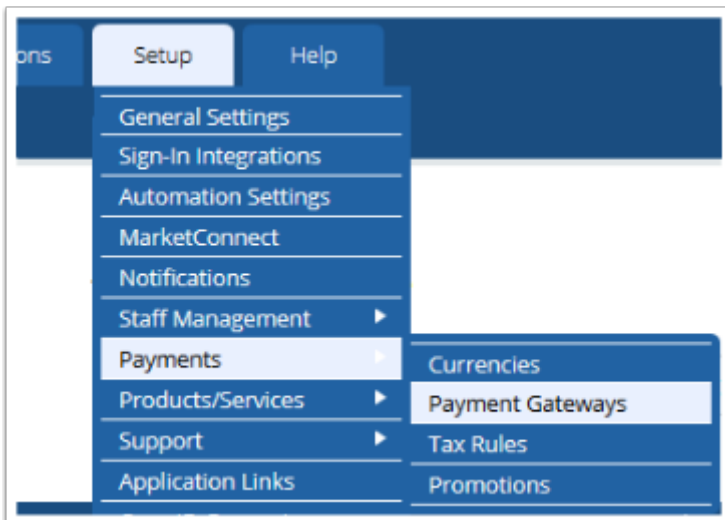
The more modern M.A.R.S system is the sole replacement which uses the endpoint <https://secure.ccavenue.com/transaction/>

Does WHMCS Support the New API?

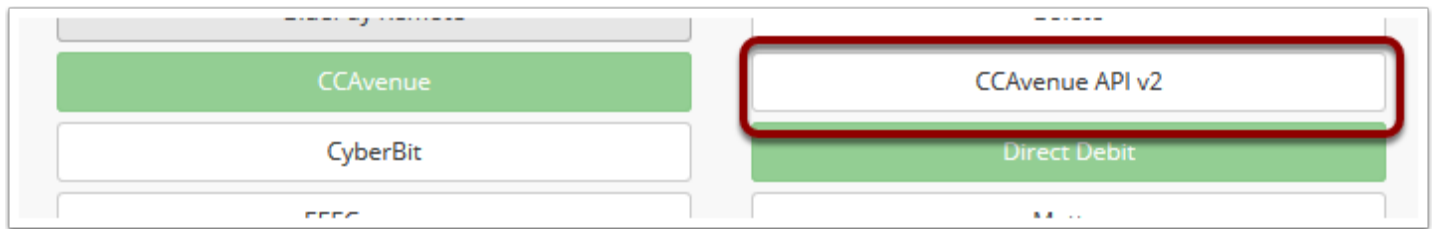
WHMCS supports the new M.A.R.S system in [version 7.4](#) and above. Once your account has been migrated to the new CCAvenue system, follow these steps within WHMCS to complete the migration:

WHMCS Migration

1. Login to your WHMCS Administration Area
2. Navigate to Setup > Payments > Payment Gateways



3. Select the All Payment Gateways tab
4. Click *CCAvenue API v2*



5. On the next page, enter your CCAvenue M.A.R.S access details. These can be obtained from your CCAvenue M.A.R.S Account under **Settings -> API Keys**:

- Merchant Id - eg. 2193
- Access Code - eg. F94007DF1640D69A
- Working Key - eg. FABE114254BDBC7823534894FFFCCC1

6. Click Save Changes

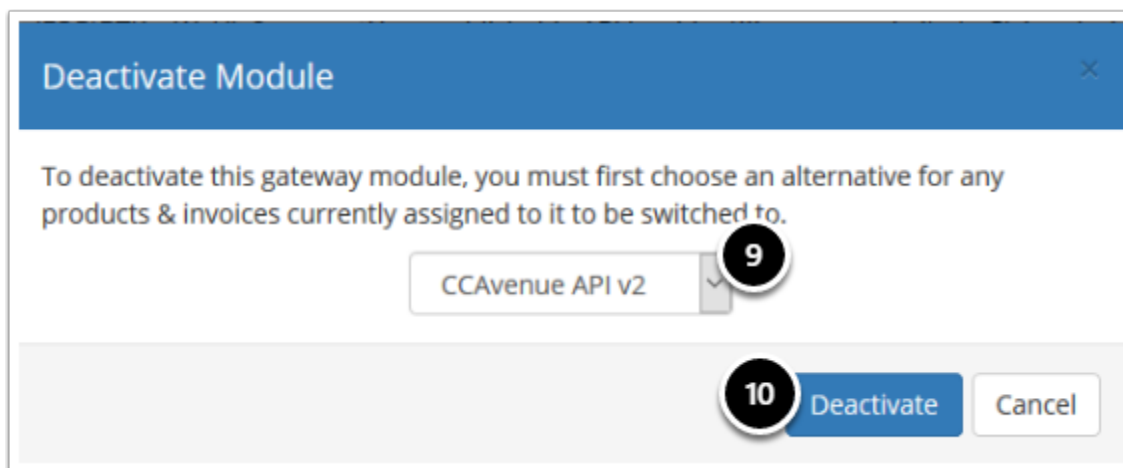
7. On the same page, locate the legacy *CCAvenue* payment gateway

8. Click the red *Deactivate* Link



9. In the modal popup which appears, select the *CCAvenue API v2* option

10. Click *Deactivate*



The migration is now complete!

All payments previously using the CCAvenue legacy system will now be routed via the M.A.R.S system with immediate effect.

Troubleshooting

Troubleshooting Payment Issues

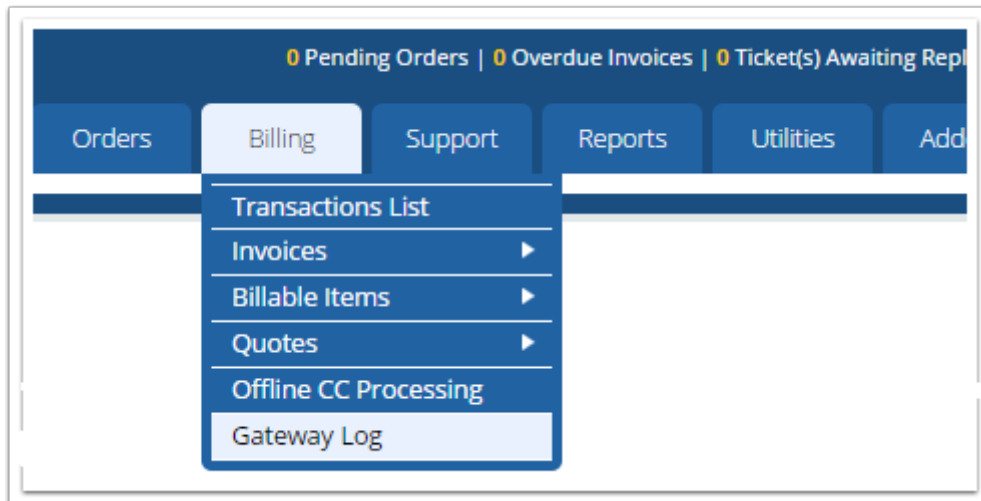
Should you have received a payment but do not see it recorded in WHMCS, check the following points.

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' tab. A modal window titled 'Credit Card Details' is open, showing '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 includes 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...

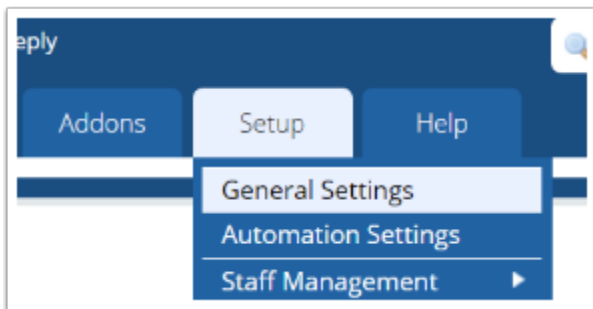
If all the configuration is good, it indicates your gateway is unable to communicate with the callback file on your server. A server setting such as the firewall or mod_security could be blocking them. Liaise with your payment gateway and server administrator to resolve such matters.

Troubleshooting Client Details Display Issues on Invoices

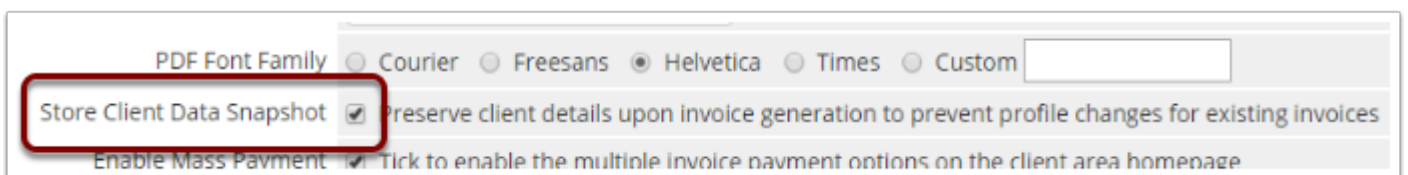
Sometimes client details may not be displayed on an invoice the way you're expecting. This guide explains the reasons for this.

Store Client Data Snapshot

Navigate to Setup > General Settings > Invoices tab



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



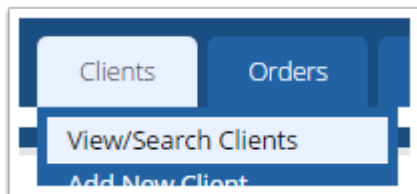
If the *Store Client Data Snapshot* option is ticked, the client's name and address which was on their profile at the time of invoice generation will be fixed on the invoice. Subsequent changes to the client's Profile data will not be reflected on existing invoices.

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	Payment Method	Select to Chang
Overdue Notices	☐ Don't Send Overdue Emails	Billing Contact	WHMCS Suppo
Tax Exempt	☐ Don't Apply Tax to Invoices	Language	English

2

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.

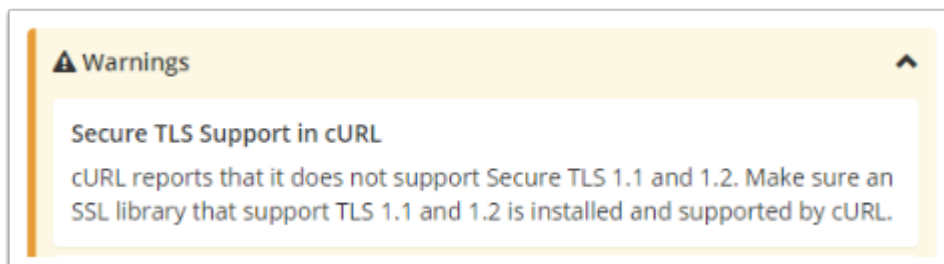
More information on this feature is located at https://docs.whmcs.com/Clients:Contacts_Tab#Billing_Contact

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

Troubleshooting PayPal 'Invoice Not Found' error with Subscriptions starting with 'S-'

Introduction

At the time of this writing (15 November, 2018), we have become aware of a change to legacy-styled PayPal Subscriptions (IDs starting with 'S-') that impacts the method by which subscription payments are associated with unpaid invoices. This may result in some PayPal subscription payments not being applied to invoices.

The WHMCS Development Team is introducing an automated migration path in the upcoming 7.7 release. PayPal have set a 2 month window for migration, but we have raised the possibility of extending this.

To resolve this matter, we will need to identify the New Subscription ID Paypal is sending and update the affected Service's Subscription ID to use the value PayPal is now providing.

Cause

At the end of October 2018, PayPal made an undocumented and unannounced change to the format of IPN data. This is the notification sent from PayPal to your WHMCS installation notifying it when a payment is received.

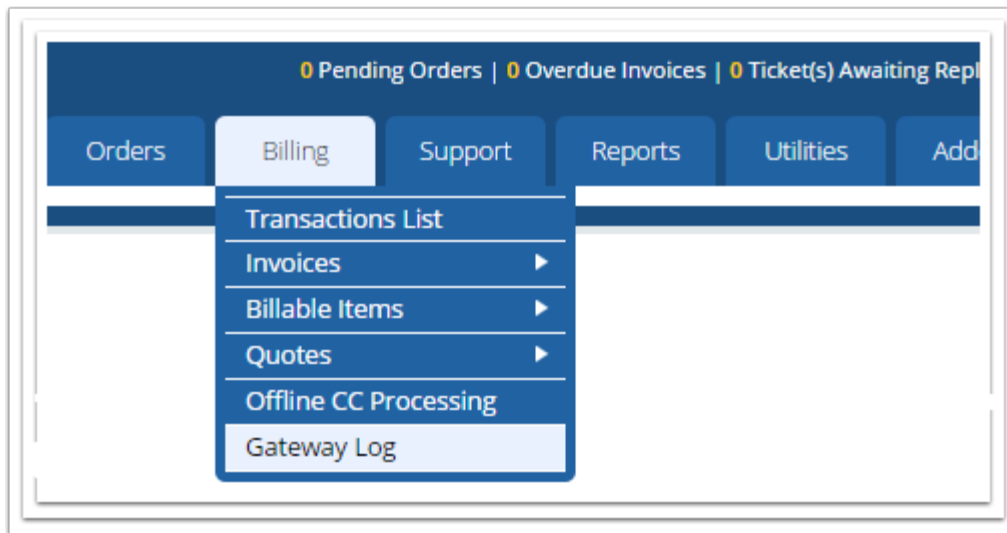
This change converts old 'S-' formatted subscription IDs to the new 'I-' style. During this transition, PayPal has begun supplying both the old and new subscription values, but has replaced the value WHMCS utilizes with the new value.

As a result, when WHMCS receives an IPN for a payment, and attempts to look up the service using the `subscription_id` value, it does not match the stored value.

Troubleshooting

Firstly, we need to review the Gateway Log to obtain the `old_subscr_id` value. This is the value that WHMCS is aware of in a Product/Service and is what we will need to replace later on.

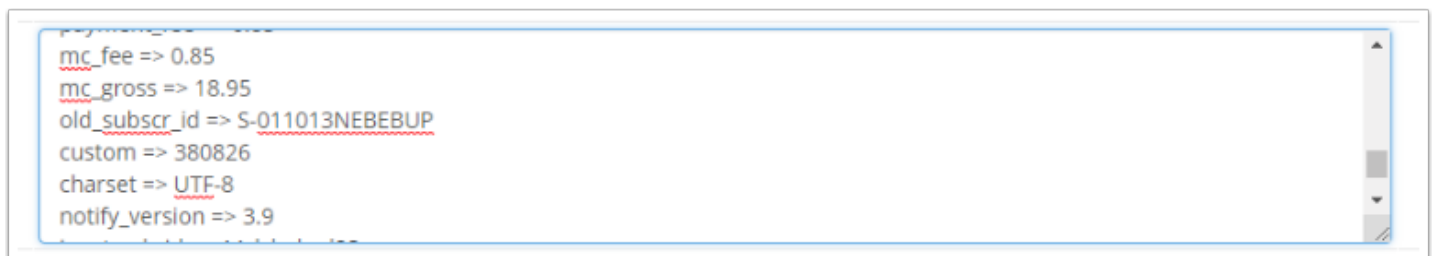
To open the Gateway Log, navigate to **Billing >> Gateway Log** as shown below.



From here we need to look at the logs to identify affected payments. An example of an entry is shown below:

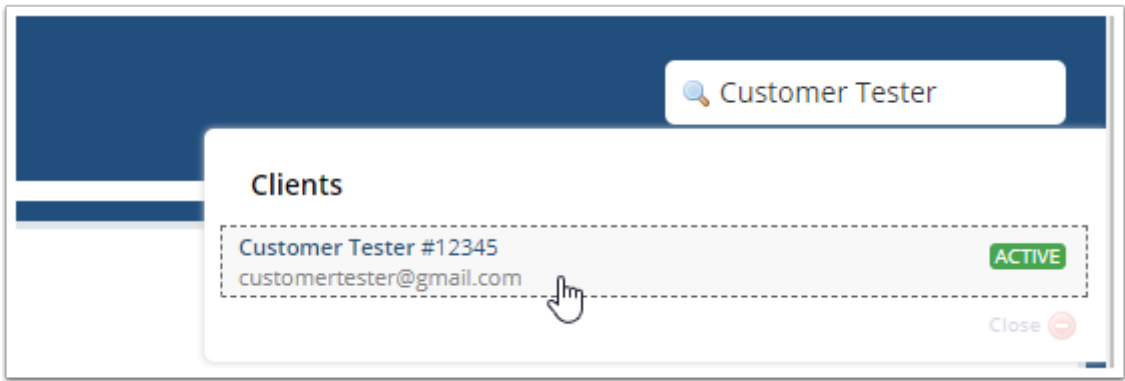


If we scroll down in the Debug Data box, we can see that an *old_subscr_id* is provided, in addition to the expected *subscr_id*. In this case, you can see the *old_subscr_id* does start with an S- and this is the cause of our issue.



Resolution

To resolve this issue, we will need to locate the customer's specific product that is affected. The simplest way to do this is to use our Intelligent Search to look for a "known variable". In this case, we will search for the customer's name which is referenced in the Debug Data.



Once the customer is opened, we can navigate to the **Products/Services** tab to locate the affected item. We are looking for the **Subscription ID** field that matches the *old_subscr_id* value located in the Debug Data we found earlier.

A screenshot of a form in the 'Products/Services' tab. The form has several sections: 'Addons' (No Records Found, Add New Addon), 'Ignore IP Validation' (checkbox), 'Subscription ID' (text input with 'S-011013NEBEBUP'), 'Override Auto-Suspend' (checkbox, Do not suspend until), and 'Auto-Terminate End of Cycle' (checkbox, Reason). There is also an 'Admin Notes' section at the bottom.

Once this is located, we simply need to "swap" out that value for the new *subscr_id* that starts with an I- as shown below. Once swapped out, simply click **Save Changes** and you are all set going forward!

A screenshot of the same form as above, but with the 'Subscription ID' field now containing 'I-ABC12345DEF'. The 'Save Changes' button is highlighted with a hand cursor. The 'Cancel Changes' button is also visible. A 'Delete' link is at the bottom right.

Important Notes

You may need to manually apply the invoice payment to the outstanding invoice. You will want to check if the customer has any outstanding Credit Balance. If WHMCS was able to match the transaction to the customer, an account credit will be applied. If WHMCS was not able to match the customer, the payment is not applied at all and will need to be manually applied. Please see our documentation referenced below on how to perform these tasks:

[How to Manually Apply a Payment to an Invoice](#)

[Handling Credits in WHMCS](#)