

**VANDERBILT**

## SPC Connect 2.9

News



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19/09/2019

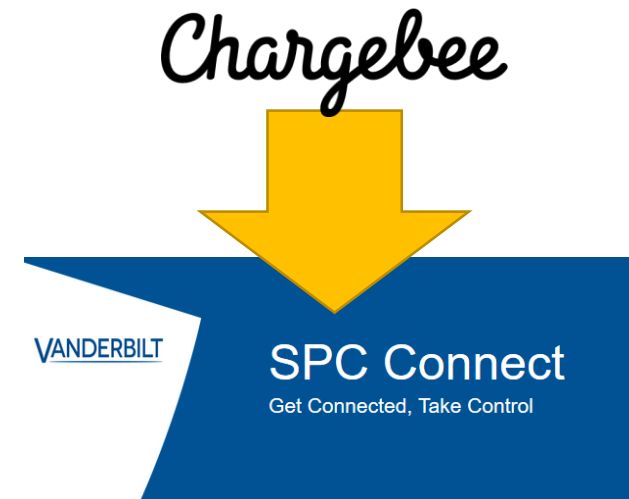
# SPC Connect // Affinity 2.9

News in 2.9

- Integration of Chargebee into SPC Connect

Customer benefits:

- Ability to check account status
- See last invoices without logging into Chargebee
- Add/edit/delete billing person



- “Replace panel” feature for company account owners will be reactivated
- Bug fixes, security updates and performance improvements

# SPC Connect 2.9

## Chargebee Integration

- Create a company account process implemented on SPC Connect
- Create Company will auto register with Chargebee
- Billing and Payment Page Added
  - Check the account balance
- Allows Contacts to be changed
- Allows Location to be changed –
  - Affect on e.g. Email- / Invoicing Language
- Shows invoice history

# SPC Connect 2.9

## Company account creation

- New page will appear
  - Create a new Installer
  - Create new Company

### Home Create a Company

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#### Company Details

Company Name:	<input type="text" value="Installation Company 8"/>	*
Company Address:	<input type="text" value="Installation Company 8, Dublin, Ireland"/>	*
ZIP / Postal Code:	<input type="text"/>	
Select Country:	<input type="text" value="Ireland"/>	* The primary country that the company will operate in.
Language:	<input type="text" value="English"/>	* Default language used by the company.
Company Enrol Keyword:	<input type="text" value="Installer8"/>	*

#### SPC Connect Subscription

This information can be changed at any time in Company Settings (Payment and Billing). Additional Contacts can be also added.

Main Billing Contact:		
First Name:	<input type="text" value="Installer8"/>	*
Last Name:	<input type="text" value="Installer8"/>	*
Email:	<input type="text" value="c _ _ _ m"/>	*
Phone Number:	<input type="text"/>	

By clicking 'Create a Company' I accept the terms and conditions of using SPC Connect and the associated charges. Unless otherwise noted I accept that I will be billed through Chargebee.

\* Compulsory Fields

# SPC Connect 2.9

## Billing and Payment Information

- Company Settings → Billing and Payment Information
  - Location – Invoice Language
  - Sync of Contacts
  - Invoices

Remark:

Payment details need to be added/edit on Chargebee

Sync of Additional Contacts  
– saved on Chargebee only

Displays Invoices from Chargebee

**Billing and Payment Information**

**SPC Connect Subscription**

Subscription Plan: Pay Monthly [1 SPC Connect Panel Licenses]  
Subscription Status: Payment details have not been entered on Chargebee. Please enter the payment details by logging in to your Chargebee account. Login to your Chargebee account using the Chargebee Account Manager email below.

**Chargebee Account Manager**

First Name: Installer8  
Last Name: Installer8  
Email: darragh.maxwell-8@outlook.com  
Phone Number:  
Locale: English (Select the language used for emails, invoices and the customer portal from Chargebee)

**Billing Information**

Company Billing Name: Installation Company 8  
Company Billing Address: Darraghs Desk  
Company Billing Postcode:  
Company Billing Country: Ireland (If entered the postcode is verified and must be correct. Leave empty if not correct.)  
Main Billing Contact:  
First Name: Installer8  
Last Name: Installer8  
Email: darragh.maxwell-8@outlook.com  
Phone Number:

**Additional Billing Contacts:**

- Darragh Maxwell
- Darragh 2 Maxwell 2

**Invoices**

Invoice ID	Invoice Date	Invoice Status	Invoice Date Due	Invoice Total	Amount Due	PDF
125	26/08/2019	Payment Due	26/08/2019	€1,00	€1,00	

Buttons: Back, Save

Hyperlink to Chargebee Customer Portal

# SPC Connect 2.9

## SPC Connect invoices

- Showing invoices
  - invoice status
  - Invoice amount
- Download as PDF

### Invoices

Invoice ID	Invoice Date	Invoice Status	Invoice Date Due	Invoice Total	Amount Due	PDF
125	26/08/2019	Payment Due	26/08/2019	€1,00	€1,00	

Back

Save

# SPC Connect 2.9

## Email communication

**Dear David**

We are contacting you today regarding your backlog of payments for Vanderbilt's SPC Connect services. Your account is now severely overdue. We have sent you multiple invoices throughout 2019 to date, but none have yet to be paid.

To correct this as soon as possible, [please update your payment details](#) today to take your SPC Connect out of arrears. Please complete:

- Billing details
- Payment details
- VAT Number (if applicable)
- Languages (invoices will be created in the selected language)

**Do you need to change the email address associated with your SPC Connect Billing and Payments account?**

Please note, only the email address associated with your account can update the account's payment details. Therefore:

1. Update your payment details with the correct email address registered to your billing and payments account.
2. If you do not have control over your account to update your payment details, please contact your Installer today with this message, or contact us directly via the following options:

- [Support in English](#)
- [Support in German](#)
- [Support in Swedish](#)
- [Support in Norwegian](#)
- [Support in French](#)
- [Support in Spanish](#)
- [Support in Italian](#)

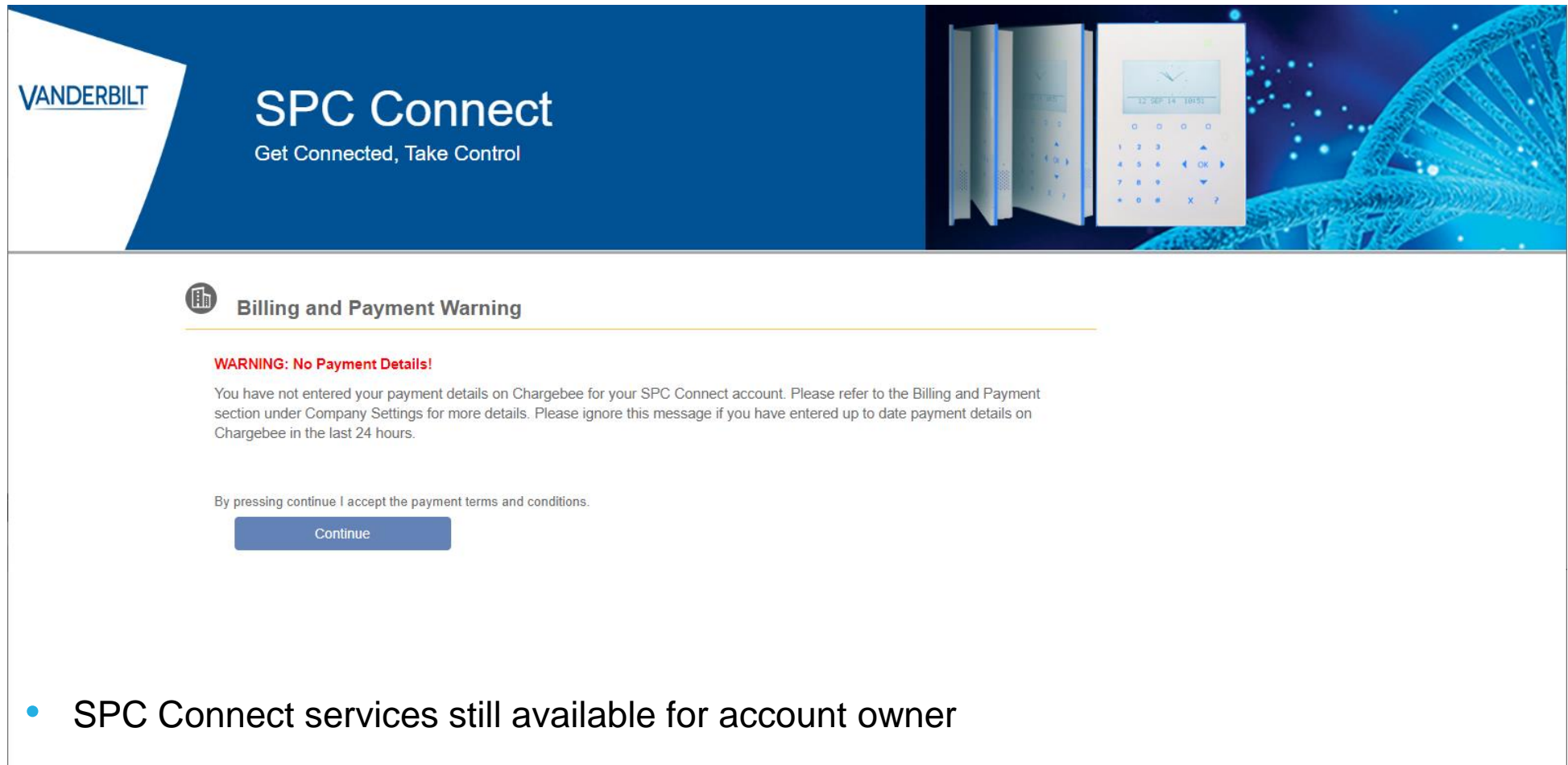
If this matter is not addressed urgently, we will be forced to suspend your SPC Connect account. Therefore, we hope you can take care of this issue promptly.

Best regards,  
**Your Vanderbilt Team.**

- E-mail communication to customer
  - Unpaid invoices
  - Missing payment details

# SPC Connect 2.9

Info message – missing payment details



The screenshot displays the SPC Connect 2.9 interface. At the top left is the Vanderbilt logo. The main header reads "SPC Connect" with the tagline "Get Connected, Take Control". To the right is an image of a white SPC Connect device with a screen and keypad, set against a background of a glowing blue DNA double helix. Below the header, a "Billing and Payment Warning" section is highlighted with a yellow underline. It contains a red warning icon and the text: "WARNING: No Payment Details! You have not entered your payment details on Chargebee for your SPC Connect account. Please refer to the Billing and Payment section under Company Settings for more details. Please ignore this message if you have entered up to date payment details on Chargebee in the last 24 hours." Below this is a statement: "By pressing continue I accept the payment terms and conditions." and a blue "Continue" button.

**Billing and Payment Warning**

**WARNING: No Payment Details!**

You have not entered your payment details on Chargebee for your SPC Connect account. Please refer to the Billing and Payment section under Company Settings for more details. Please ignore this message if you have entered up to date payment details on Chargebee in the last 24 hours.

By pressing continue I accept the payment terms and conditions.


Continue

- SPC Connect services still available for account owner



# SPC Connect 2.9

Info message – warning message – account suspension



**VANDERBILT**

## SPC Connect

Get Connected, Take Control

**Billing and Payment Warning**

**WARNING: Your SPC Connect account will be suspended!**

Your SPC Connect account has been scheduled to be suspended on 01/10/2019. Please login to Chargebee and update the payment terms for your SPC Connect account or contact support if you have any questions in relation to this. Please refer to the Billing and Payment section under Company Settings for more details. Please ignore this message if you have entered up to date payment details on Chargebee in the last 24 hours.

By pressing continue I accept the payment terms and conditions.

Continue

- SPC Connect services still available for account owner

# SPC Connect 2.9

Info message – account suspension



## Billing and Payment Warning

**WARNING: Your SPC Connect account has been suspended!**

Your SPC Connect account has been suspended. Please make an immediate payment on Chargebee for your SPC Connect account.

- SPC Connect services not available for account owner

# SPC Connect 2.9

Bug fixes and improvements

- Panel Replace issue – Panel Replace will be re-enabled
- Characters in Panel Fields cause event not to show on log
- E.g. “&” in a Zone Description meant that the event did not show on SPC Connect