

MailChannels Reseller WHMCS Module

Operation and Configuration Guide

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Overview

The MailChannels Reseller WHMCS Module (WHMCS Module) lets you create, configure, and sell email products based on MailChannels Cloud. Using this module allows you to profit from the sale of cloud-based email services, by charging your customers rates that are higher than those for your own MailChannels account.

The MailChannels Reseller program uses a parent/sub-account model. Under this model, your reseller account is the parent and each of your customers that purchase MailChannels Cloud through the MailChannels Reseller program has a sub-account. The WHMCS module communicates with the MailChannels Reseller API to automatically provision sub-accounts and pull usage information for billing purposes.

MailChannels doesn't charge your customers directly for their usage. Instead, you are charged a bulk rate based on the total number of messages sent via all of your customer's sub-accounts. Depending on the number of sub-accounts you have, the bulk rate can be substantially less than if each of your customers had their own individual accounts. Additionally, MailChannels charges a nominal fee of 1\$ per month for each enabled sub-account.

Quick Start

The process to set up the WHMCS Module involves four main steps:

1. [Module Installation](#): installation of the WHMCS Module.
2. [Module Activation](#): activation and configuration of the WHMCS Module using your MailChannels Cloud credentials.
3. [Product Setup](#): setup of one or more MailChannels Cloud products.
4. [Pricing Configuration](#) (optional): configuration of usage based pricing.

Note: *this section assumes that you have already installed WHMCS.*

Module Installation

Download the WHMCS Module directly from the [MailChannels](#).

Install the module by extracting the contents of the .zip file into the root folder of your WHMCS installation.

Module Activation

The WHMCS Module must be activated in order to start creating new products to sell to your customers:

1. Navigate to **Setup >> Addon Modules** in the top navigation menu.
2. Click **Activate** and then click **Configure**.

Addons Help

This is where you can activate and manage addon modules in your WHMCS installation. Older legacy modules will still allow you to activate/deactivate and configure access rights, but will not be able to show any configuration options, version or author information.

Module	Version	Author			
» MailChannels Cloud This addon provides automated provisioning and billing for MailChannels Cloud. Click here to view your MailChannels Cloud account credentials.	2.5.4	MailChannels	Activate	Deactivate	Configure

3. Enter your *Account ID* and *API Password*. Your Account ID is the same as your MailChannels Cloud Account ID and your password is one of your MailChannels Cloud SMTP Passwords.

The screenshot shows the 'Addons' management interface in WHMCS. At the top, there is a 'Help' button. Below it, a text block explains that this is where to activate and manage add-on modules. A table lists the installed modules:

Module	Version	Author	Actions
» MailChannels Cloud This addon provides automated provisioning and billing for MailChannels Cloud. Click here to view your MailChannels Cloud account credentials.	2.5.4	MailChannels	Activate Deactivate Configure

Below the table, the configuration form for 'MailChannels Cloud' is shown. It includes the following fields:

- Account ID: my_account
- API Password: jkfdos8uf9wl3kjjd9f8u
- API Endpoint: https://api.mailchanne
- PHP Error Reporting:
- Access Control: Choose the admin role groups to permit access to this module:
 Full Administrator Sales Operator Support Operator

A 'Save Changes' button is located at the bottom of the form, highlighted with a red box.

Note: it's recommended that you create a unique SMTP password for administration of this module in the [Account Settings](#) section of the [MailChannels Cloud Console](#). Make sure that the SMTP password you enter here is enabled.

Note: the default API endpoint is <https://api.mailchannels.net>; you should not need to change this setting.

4. Click **Save Changes** to complete the module activation.

Product Setup

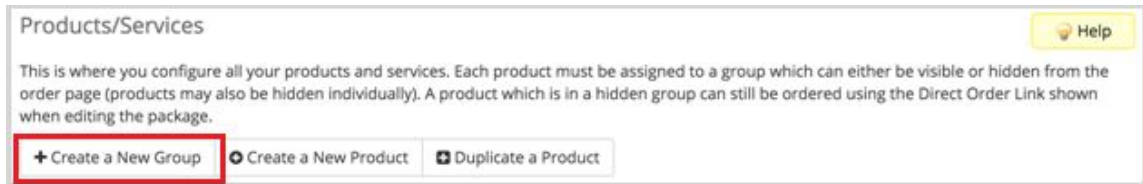
In order to offer MailChannels Cloud products to your customers, you need to create some products that they can purchase.

Navigate to **Setup >> Products/Services >> Products/Service** in the top navigation menu and then follow the steps in the subsections below.

Create a Product Group

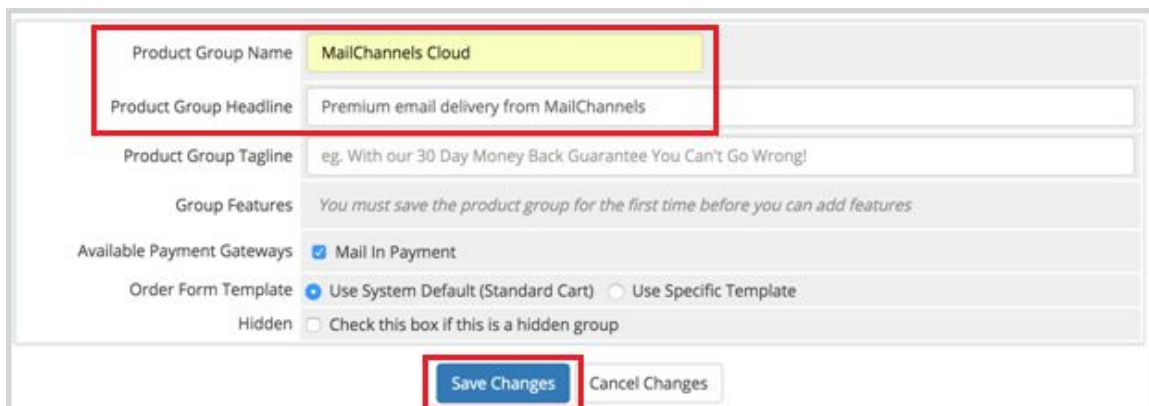
A product group must first be created to contain your MailChannels Cloud offerings:

1. Click **+ Create a New Group**:



A form to configure the product group will appear as shown below in Step 2.

2. Enter a *Product Group Name* and *Product Group Headline* in the respective fields for your new product group and configure the other options such as the *Available Payment Gateways* and the *Order Form Template*:



3. Click **Save Changes** to complete the product group creation.

Create a Product

Create a new product based on the WHMCS module:

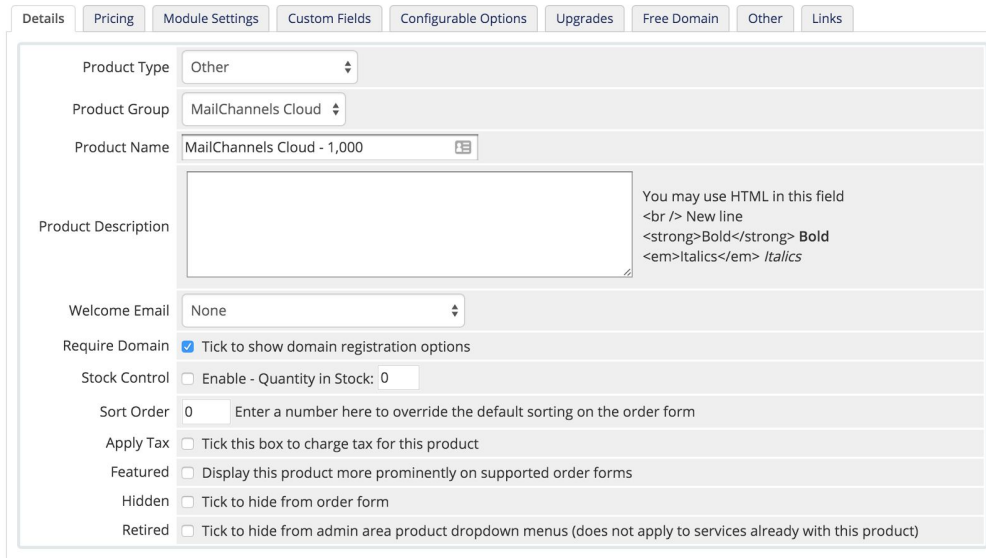
1. Click **+ Create New Product**.
2. Select **Other Product/Service** in the *Product Type* dropdown.
3. Select the product group that you created earlier in the *Product Group* dropdown.
4. Enter a name for your product in the *Product Name* field.



5. Click **Continue >>** to move on to the next phase of product creation.
6. (Optional) Enter a description for your product in the *Product Description* field on the product *Details* tab.
7. (Optional) Disable **Require Domain** registration. Since your customers likely registered a domain when they purchased their reseller or VPS account, disabling this option will

prevent the domain registration options from appearing on the checkout screen that your users see.

8. (Optional) Select other options on the product *Details* tab as appropriate.



Details Pricing Module Settings Custom Fields Configurable Options Upgrades Free Domain Other Links

Product Type: Other

Product Group: MailChannels Cloud

Product Name: MailChannels Cloud - 1,000

Product Description:
You may use HTML in this field

 New line
Bold Bold
Italics Italics

Welcome Email: None

Require Domain: Tick to show domain registration options

Stock Control: Enable - Quantity in Stock: 0

Sort Order: 0 Enter a number here to override the default sorting on the order form

Apply Tax: Tick this box to charge tax for this product

Featured: Display this product more prominently on supported order forms

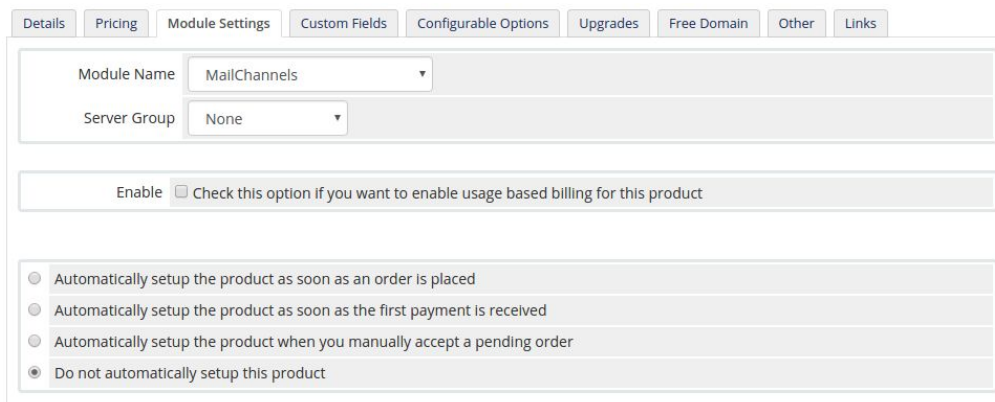
Hidden: Tick to hide from order form

Retired: Tick to hide from admin area product dropdown menus (does not apply to services already with this product)

Module Settings

Select and configure the module which backs your product:

1. Navigate to the **Module Settings** tab and select **MailChannels** in the *Module Name* dropdown.
2. Leave **Server Group** set to *None*.
3. Configure when the product is to be set up:
 - Automatically, as soon as the order is placed
 - Automatically, as soon as the first payment is received
 - Automatically, as soon as a pending order is accepted
 - Manually



Details Pricing Module Settings Custom Fields Configurable Options Upgrades Free Domain Other Links

Module Name: MailChannels

Server Group: None

Enable: Check this option if you want to enable usage based billing for this product

Automatically setup the product as soon as an order is placed

Automatically setup the product as soon as the first payment is received

Automatically setup the product when you manually accept a pending order

Do not automatically setup this product

It's recommended that you select *Manually* or *Automatically*, as soon as the first payment is received because customers can start sending email as soon as the product is set up and MailChannels will charge for these messages.

Note: the option to enable usage based billing for the product will be discussed [below](#) and can be configured after [pricing is configured](#) for the product as described next.

Pricing Configuration

A pricing model must be specified for your product. A typical configuration is to charge a monthly fee for a basic allotment of messages, and an additional [usage based](#) fee if the basic allotment is exceeded.

1. Navigate to the **Pricing** tab and select one of the following options:
 - **Free:** no base fee will be charged to your customers for the product.
 - **One Time:** a one time fee based on the amount entered will be charged to your customers for the product.
 - **Recurring:** a recurring fee will be charged to your customers for the product. You can specify a monthly, quarterly, semi-annual, annual, biennial, or triennial billing cycle.
2. Select your desired billing cycle and enter an amount for the fee:

The screenshot shows the 'Pricing' configuration page in WHMCS. The 'Payment Type' is set to 'Recurring'. The 'Currency' is 'USD'. The 'One Time/Monthly' tab is selected, showing a 'Setup Fee' of 0.00 and a 'Price' of 5.00. The 'Enable' checkbox is checked. Other options like 'Allow Multiple Quantities', 'Recurring Cycles Limit', 'Auto Terminate/Fixed Term', 'Termination Email', 'Prorata Billing', 'Prorata Date', and 'Charge Next Month' are also visible.

Usage Based Billing

The *Module Settings* tab contains the option to enable usage based billing. Enabling this option allows you to charge your customers based on the number of messages they send:

The screenshot shows the 'Module Settings' interface for MailChannels. At the top, there is a red-bordered box containing the 'Enable' checkbox, which is checked, with the text 'Check this option if you want to enable usage based billing for this product'. Below this, there are several configuration options: 'Bill on Terminate' (unchecked), 'Billing type' (set to 'Bill On Invoice'), 'Billing type value' (empty input field), 'Autogenerate Invoice' (unchecked), 'Due Date' (empty input field with 'Days (7 by default)' text), and 'Auto Apply Credits' (unchecked). At the bottom, there is a table with a red border, titled 'Configuration', which has five columns: 'Usage Record', 'Free Limit', 'Price', 'Display Unit', and 'Status'. The table contains three rows: 'Sent', 'Queued', and 'Delivered'. Each row has input fields for 'Free Limit' and 'Price', and a 'Status' dropdown menu set to 'Disabled'.

	Usage Record	Free Limit	Price	Display Unit	Status
Configuration	Sent	0 Messages	0 Messages	Messages	Disabled
	Queued	0 messages	0 messages	messages	Disabled
	Delivered	0 messages	0 messages	messages	Disabled

The *Configuration* section provides you with the option to bill based on the number of messages sent, the number of messages queued by MailChannels Cloud, or the number of messages delivered.

Note: *it's recommended that you charge based on the number of messages sent, as this is the metric used when MailChannels charges you for usage.*

To configure the usage based billing options:

1. Enter the number of free messages in the *Free Limit* column if there is a base usage to be included with the product.
2. Enter the price per message in the *Price* column. This is the price per single message, so it will likely be quite small. For example, if you want to charge \$1.50 per thousand messages, enter 0.0015 in the price column.
3. Enable usage based billing for your chosen billing type by selecting **Enabled** in the *Status* column.
4. Click **Save Changes**.

Some of your customers may be light email users, while others may send thousands of emails per day. You can create additional MailChannels Cloud products with different quotas and pricing models in order to suit the needs of your customers, both big and small.

Note: *the command: <whmcs_root>/mailchannels-template-updater addAll must be run in order to display usage based information to your customers. This is described in further detail in the next section.*

Client Area Template Customization

If usage based billing has been selected for your product, then the user interface (client area) that the customer will see when they purchase your product must be updated to include usage based billing details. This section provides steps on how to update the client area templates to display this information.

Updater Script

The *mailchannels-template-updater* script (update script) is used to apply template updates. You can invoke it to perform updates of all templates at once or to update individual templates. To update all templates, invoke the update script with the *addAll* parameter:

```
<whmcs-root>/mailchannels-template-updater addAll
```

Note: *if the templates have been modified in a way that is incompatible with the installation script, you will be notified and will need to modify the templates by hand according to the instructions below.*

The following subsections describe the changes and commands required to update the individual templates.

Cart Usage Based Billing

The file: *<whmcs-root>templates/orderforms/standard_cart/products.tpl* displays usage based billing information on the shopping cart screen. In the code snippet below, the code highlighted in green must be added to *products.tpl*:

```
<span class="price">{$product.pricing.minprice.price}</span>
<br />
{if $product.pricing.minprice.cycle eq "monthly"}
  {$LANG.orderpaymenttermmonthly}
  {include file='templates/MailChannelsBilling/cartOverageNotice.tpl' product=$product}
{elseif $product.pricing.minprice.cycle eq "quarterly"}
  {$LANG.orderpaymenttermquarterly}
{elseif $product.pricing.minprice.cycle eq "semiannually"}
.
.
```

This template customization can then be applied by running the update script with the *addCartConfigUsageNotice* parameter:

```
<whmcs-root>/mailchannels-template-updater addCartConfigUsageNotice
```

Cart Review

The file: `<whmcs-root>/templates/orderforms/standard_cart/configureproduct.tpl` file displays usage based billing information on the shopping cart review screen. In the code snippet below, the code highlighted in green must be added to `configureproduct.tpl`:

```
.  
.br/>    </div>  
</div>  
{/if}  
  
{MailChannelsBilling_Integration_Code}  
  
{if $productinfo.type eq "server"}  
    <div class="sub-heading">  
        <span>{$LANG.cartconfigserver}</span>  
    </div>  
    <div class="field-container">  
.  
.
```

This template customization can then be applied by running the update script with the `addCartUsageNotice` parameter:

```
<whmcs-root>/mailchannels-template-updater addCartUsageNotice
```

Cart Item Configuration

The `<whmcs-root>/templates/six/clientareaproductdetails.tpl` file displays usage based billing information for a cart item. In the code snippet below, the code highlighted in green must be added to `clientareaproductdetails.tpl`:

```
.  
.br/>    {$firstpaymentamount}  
{/if}  
  
{if $billingcycle != $LANG.orderpaymenttermontime && $billingcycle != $LANG.orderfree}  
    <h4>{$LANG.recurringamount}</h4>  
    {$recurringamount}  
    {MailChannelsBilling_Client_Area_Overage_Notice}  
{/if}  
  
<h4>{$LANG.orderbillingcycle}</h4>  
{$billingcycle}
```

·
·

This template customization can then be applied by running the update script with the *addClientAreaUsageNotice* parameter:

```
<whmcs-root>/mailchannels-template-updater addClientAreaUsageNotice
```

Product Order Flow

The following subsections show how the configurations and changes made in the previous sections will appear to customers when they purchase your product(s).

Product Order Area

The MailChannels Cloud product order area will display one or more products based on MailChannels Cloud. If a product has usage based billing enabled and the template customizations have been applied, a note about additional usage based charges will be displayed in addition to the product's pricing configuration.

For example, the screenshot below shows two products with monthly pricing of \$5.00 and \$20.00 respectively, and features notes about usage based billing of \$1.50 and \$1.25 per 1000 additional messages.

Product Name	Includes	Price	Additional Charges
MailChannels Cloud - 1000	Includes 1000 messages per month	\$5.00 USD Monthly	*Additional charges: \$1.50 USD/1000 messages
Mailchannels Cloud 5000	Includes 5000 messages per month	\$20.00 USD Monthly	*Additional charges: \$1.25 USD/1000 messages

Product Configuration

If the product supports billing cycles other than monthly, the customer will have an opportunity to select one of them on the product configuration page. Again, if usage based billing is enabled and the template customizations have been applied, a note about additional usage based charges is displayed:

Configure your desired options and continue to checkout.

MailChannels Cloud - 1000
Includes 1000 messages per month

Choose Billing Cycle
\$5.00 USD Monthly

Additional Charges
After 1000 messages, \$1.50 USD / 1000 messages sent pro rata.

Have questions? Contact our sales team for assistance.

Order Summary
MailChannels Cloud - 1000
MailChannels Cloud
MailChannels Cloud - 1000 \$5.00 USD
Setup Fees: \$0.00 USD
Monthly: \$5.00 USD
\$5.00 USD
Total Due Today
Continue

Order Review Page

The *Product Review* page provides a summary of the products purchased and allows your users to proceed to checkout:

Product/Options	Price/Cycle
MailChannels Cloud - 1000 Edit MailChannels Cloud	\$5.00 USD * Monthly

[Empty Cart](#)

Apply Promo Code

Enter promo code if you have one

Validate Code

Order Summary	
Subtotal	\$5.00 USD
Totals	\$5.00 USD Monthly
\$5.00 USD Total Due Today	
Checkout →	
Continue Shopping	

Note: although it's possible for users to select multiple MailChannels Cloud products, purchasing multiple products is not currently supported. If multiple products are added to the same shopping cart, the activation process will fail for both of them. MailChannels is working toward a resolution for this issue.

Checkout Page

The *Checkout* page provides an area for your customers to enter their billing information. Customers then complete the order by clicking *Complete Order*.

Please enter your personal details and billing information to checkout.

Personal Information

Billing Address

Payment Details

Total Due Today: \$5.00 USD

Please choose your preferred method of payment.

Mail In Payment

Additional Notes


You can enter any additional notes or information you want included with your order here...

[Complete Order →](#)

Client Area

Product Information

The *Product Information* section of the client area presents some basic information about the product, including the cost of the product and when the next billing cycle ends:

 MailChannels Cloud - 1000 MailChannels Cloud	Registration Date 07/03/2016
ACTIVE	Recurring Amount \$5.00 USD <i>*Additional charges: \$1.50 USD/1000 messages</i>
Request Cancellation	Billing Cycle Monthly
	Next Due Date 07/03/2016
	Payment Method Mail In Payment

MailChannels Cloud Console

A link to the *MailChannels Cloud Console* is provided in the client area:

MailChannels Cloud Console collapse

MailChannels Cloud Console is the primary interface for your abuse team. Within the console you can configure abuse monitors and view abuse alerts, mail logs and summary usage reports.

[Connect to MailChannels Cloud Console](#)

The MailChannels Cloud Console is the primary interface for abuse teams to obtain information about the mail activity on their servers, including detailed mail logs, abuse alerts, and summary usage reports broken down by sender.

SMTP Authentication Credentials

The *SMTP Authentication Credentials* section of the client area presents the customer's SMTP authentication credentials, used to authenticate their mail server to send mail via the MailChannels Cloud Platform:

SMTP Authentication Credentials		collapse
Keep this data secret.		
Account id:	mailchannelscorporation-RMYQQICMGDUJ	
SMTP password:	j4kNnnYV4HYbTWXd8yqFXESC	
	<input type="button" value="Hide"/>	

If the customer is using one of the supported panels and downloads the panel plugin as described below in the [Download Plugins](#) section, these credentials will be used to automatically configure the mail service on the customer's hosting server.

If the customer is not using a supported hosting panel, the [MailChannels knowledgebase](#) provides detailed documentation on how to configure many different mail servers to authenticate using the SMTP authentication credentials.

Download Plugins

The *Download Plugins* section of the client area enables customers to download plugins for their hosting servers. The plugins streamline configuration of their mail servers to use MailChannels Cloud.

Customers first select the server for which they want to download the plugin and then click on the *Download Plugin* button. The plugin will come customized with their SMTP authentication credentials that will be used to automatically configure the mail service during plugin installation.

Download Plugins		collapse
Choose server	<input type="text" value="cPanel Dedicated - admin"/>	
<p>Caution: Do not share this file with anyone else because it contains your personal sub-account credentials. If you share this file with others, you may incur additional, unexpected costs.</p>		
<input type="button" value="Download cPanel Plugin"/>		

Usage Statistics

The *Usage Statistics* section of the client area provides a breakdown of sent, queued, and delivered messages sorted by date. *Sent* messages are those that the customer sent, *Queued* messages are those that were accepted for delivery by MailChannels Cloud, and *Delivered* messages are those that were successfully delivered by MailChannels Cloud.

Usage Statistics		collapse
2016-03-07		
Sent:	0 Message(s)	
Queued:	0 Message(s)	
Delivered:	0 Message(s)	
<hr/>		
2016-03-06		
Sent:	0 Message(s)	
Queued:	0 Message(s)	
Delivered:	0 Message(s)	

Support

Additional MailChannels resources are available from <http://mailchannels.com/reseller>.

If you want help setting up the WHMCS module, please contact:
reseller-support@mailchannels.com.