

Parallels™ Plesk Billing

www.PleskBilling.com

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Parallels Plesk Billing 5.6.0**

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Chapter 1: INTRODUCTION

What is Parallels Plesk Billing?

In this section, I will provide a high-level overview detailing the general operation and application of Parallels Plesk Billing. In-depth configuration and operation of Parallels Plesk Billing will be covered later in the document.

In its purist sense, Parallels Plesk Billing is an ordering, billing, and provisioning automation solution aimed at small-to-mid-level hosting providers.

The software package comes bundled with an intuitive order process, complete with “shopping cart,” allowing your customers to build an order of any size or complexity with a single checkout (as opposed to the customer having to run through your order form multiple times if they want multiple items).

Upon checkout, Parallels Plesk Billing supports your customers paying in a variety of ways including credit card (through strong integrations between Parallels Plesk Billing and many merchant gateways), third-party gateway (such as PayPal, WorldPay, etc.), and other manual options such as check, bank draft, and simply issuing an invoice. Each of these payment options can be enabled/disabled and configured according to your company's specific business practices.

As soon as your customer has paid for their purchase, the “provisioning” portion of Parallels Plesk Billing will kick in:

- Any domain name package can be automatically registered through any of the resellers with which Parallels Plesk Billing integrates (such as eNom, OpenSRS, etc.).
- Any hosting package can be automatically provisioned through any of the panels with which Parallels Plesk Billing integrates (such as Plesk, cPanel, etc.).
- Any SSL Certificate can be automatically provisioned through the SSLFactory.com API (provided you have a Parallels SSLFactory reseller account).
- Any virtual private server package can be automatically provisioned through Parallels Virtuozzo Containers.
- Customers will receive notification upon completed provisioning, as well as any passwords, etc. that are related to the customer accessing/using their purchased service.

The total time it takes for the customer to be fraud checked, charged, and their services turned on can be as little as a few minutes. The entire idea here is to save as much time as possible so that your company's team can focus on more important things than manually setting up client accounts.

The automation does not stop once a customer has paid and had their order setup though. Parallels Plesk Billing will automatically generate invoices and collect payment from customers when needed, send out late notices when customers do not pay on time, and even suspend a customer's hosting package after they have neglected to pay long enough.

Parallels Plesk Billing can even renew domains at your registrar as soon as your clients pay the invoice. Clients can “upgrade” or “downgrade” their services from the client interface and not only have the changes automatically provisioned out to the panel, but also receive a pro-rated credit/debit for the difference in monthly price and begin receiving invoices for the package they upgraded or downgraded to.

Despite the target market of small-to-mid-level hosting companies, Parallels Plesk Billing can also be used in a wide variety of other scenarios. We will touch on these and on how to set up all of the common use cases described above later in the document.

Before we get into all that, however, let's get Parallels Plesk Billing installed on your server.