

Horizon: Managing Subscriptions

Manage Subscriptions

As subscriptions can be used and managed across your entire Channel Partner account, we have the “Manage Subscriptions” page on the Gamma Portal. This is accessible by going to *Provisioning and Service Management* > *Horizon* > *Manage Subscriptions*.

You can search for subscriptions using any of the following methods:

Searchable Field	Description	Options
Partner Account	This is the only mandatory field. Select the account you want to manage subscriptions for.	All Channel Partner accounts that you have permission for
ID	Each subscription has its ID, and if you are looking for a specific subscription, enter the ID here.	Free text
Company Name	All the Horizon Companies that you have provisioned against your Partner Account.	Drop down based on what you've selected in Partner Account.
Subscription Type	You can search for all the subscription types that you have on your Partner Account.	Premium Upfront Commission Club Schools & Charities Commission
Subscription Option	You can search for your contract term	1 Month 3 Year 5 Year
Subscription Start Date	If you are searching for subscriptions that have started on a particular date, you can select the date here	Date
Term End Date	If you are looking for subscriptions that are ending at a specific date, you can search for these here	Date
Term Status	You can filter out all the In Term and Out of Term subscriptions to make handling renewals easier	In Term Out of Term

Allocation Status	You can search for all subscriptions on your account that are either allocated to a Horizon Company or unallocated.	Allocated Unallocated
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When you've searched for your subscriptions, you will have this presented back to you in the following table:

The screenshot shows a web interface with a search bar containing 'Please Select' and a 'Submit' button. Below the search bar is a table with the following data:

ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
HRZN1000000000000004	parkertest9999	Premium Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Terms
HRZN1000000000000005	bgnov9	Premium Subscription	5 Year Contract	19/11/2018	19/11/2021	In Terms
HRZN1000000000000006	bgnov9	Commission Subscription - 3 Year Contract	Commission 2	19/11/2018	26/11/2018	Out of Terms
HRZN1000000000000007	bernieg1	Horizon for Schools and Charities	3 Year Contract	22/11/2018		In Terms
HRZN1000000000000008	parkertest9999	Horizon for Schools and Charities	5 Year Contract	23/11/2018	23/11/2021	In Terms
HRZN1000000000000009	bernie3	Commission Subscription - 3 Year Contract	Commission 3	19/11/2018	28/11/2021	In Terms

If "Company" is blank, then this means that the subscription is unallocated and can be allocated elsewhere.

If "Term End Date" is blank, this is because it is a 1-month subscription.

You can click on "Company", "Subscription Type", "Subscription Option", "Subscription Start Date", "Term End Date" and "Term Status" which will sort that column in order.

Add Subscriptions

If you require new subscriptions, these are ordered against the Company that you wish the subscriptions to be assigned to. The reason for this is that when ordering subscriptions, the Gamma Portal will check to see if the Company qualifies for the Horizon Fund. Alternatively, you can use the ["Assign to Company"](#) action from the "Manage Subscriptions" page.

Step 1

From the Gamma Portal, go to "Provisioning and Service Management", "Hosted", "Horizon" and "Horizon Manage Company".

Step 2

Search for the Horizon Company that you want to add new subscriptions to, and using the Actions drop down, select “Add Subscriptions”.

Manage Horizon

Use this screen to manage sites, subscriptions and users. Controls to do this can be found in the actions column.

Account:

Company Name:

Records Per Page: Max Results Returned:

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	Company Name	Reseller ID	Domain	Main Site	Contact Name	Contact Email	Actions
<input type="checkbox"/>	samtestuat1527	1527	samtestuat1527.purpledev	sitea	samtestuatsamtestuat	sam.wood@gamma.co.uk	Actions
<input type="checkbox"/>	signofftestnf	1527	signofftestnf.com	signofftestnf	MichaelDunn	michael.dunn@gamma.co.uk	Actions
<input type="checkbox"/>	signofftestnf2	1527	signofftestnf2.com	signofftestnf2	MichaelDunn	michael.dunn@gamma.co.uk	Manage Company Manage Administrators Manage Boltions Add Subscriptions Manage Numbers Manage Devices Manage Sites
<input type="checkbox"/>	signofftestnf3	1527	signofftestnf3.com	signofftestnf3	MichaelDunn	michael.dunn@gamma.co.uk	
<input type="checkbox"/>	signofftestnf4	1527	signofftestnf4.com	signofftestnf4	MichaelDunn	michael.dunn@gamma.co.uk	
<input type="checkbox"/>	MichaelDunnIsTheBigCheese	1527	mdbigcheese.com	mdbigcheese	MichaelDunn	michael.dunn@gamma.co.uk	
<input type="checkbox"/>	NathanUATBilling	1527	nathanuatbill.com	CeSite	Billings	Nathan.Osborn@gamma.co.uk	Login to Horizon
<input type="checkbox"/>	LiamMarchAssureComp1	1527	liamarch.assured	LiamAssuredSiteMarch1	LiamCollick	Liam.Collick@gamma.co.uk	Health Check Cease Company

Step 3

On the Add Subscriptions page, you will be presented with two options - “Order New Subscriptions” and “Available Subscription Stock”.

“Order New Subscriptions” allows you to order brand new subscriptions, which will be ordered and then allocated to the Horizon Company that is selected.

The “Available Subscription Stock” panel checks for any subscriptions that are not allocated against a Horizon Company, though are on your Channel Partner account, and allows you to select these subscriptions to assign them to your selected Horizon Company.

Add Subscriptions

Add Subscriptions



Order New Subscriptions will allow you to order brand new subscriptions for your Horizon Company. These subscriptions will be allocated to this Horizon Company and can be managed through the Manage Subscriptions page. If the company qualifies for Horizon Fund, this will be added to your Total Funds pot and visible within the Fund History page. For full information on the Horizon Fund, please refer to the Horizon Commercial Terms and Conditions on the Gamma Academy.

Available Subscription Stock returns all your unallocated subscriptions (subscriptions not assigned to a company) and will allow you to allocate them to this company. No Horizon Fund contribution will be given for Available Subscription Stock.

Order New Subscriptions

Please Select	Please Select	Quantity	<input type="text"/>	<input type="button" value="+ Add"/>
Premium Subscription - 3 Year Contract	<input type="text" value="10"/>			<input type="button" value="Remove"/>
Commission Club - 5 Year Contract	<input type="text" value="5"/>			<input type="button" value="Remove"/>

Available Subscription Stock

Subscription Type	Subscription Option	Quantity
Premium Subscription	1 Month Contract	59
Commission Subscription - 3 Year Contract	Commission 3	12
Horizon for Schools and Charities	5 Year Contract	810
Commission Subscription - 3 Year Contract	Commission 1	37
Premium Subscription	3 Year Contract	59
Commission Subscription - 3 Year Contract	Commission 1	12
Horizon for Schools and Charities	3 Year Contract	18
Commission Subscription - 3 Year Contract	Commission 3	27
Commission Subscription - 3 Year Contract	Commission 2	13
Commission Club	5 Year Contract	21

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Horizon Fund

Fund available from previous orders: £72908.00

Fund available from this order: £1725.00

Total funds: £74633.00

Step 4

If you are adding new subscriptions and if the company qualifies for the Horizon Fund, the Gamma Portal will add the applicable contribution to your Horizon Fund. This will be displayed in the Horizon Fund panel as you are adding/removing subscriptions from your order.

You will not receive Horizon Fund contribution when using the “Available Subscription Stock” as the check has already been made as to whether that subscription qualified for Horizon Fund at the point that it was created. Only ordering new subscriptions will qualify for Horizon Fund contribution.

Horizon Fund	
Fund available from previous orders:	£72908.00
Fund available from this order:	£1725.00
Total funds:	£74633.00

[← Back](#) [✓ Submit](#)

Unallocate Subscriptions

You can unallocate subscriptions from a Horizon Company, providing that there are enough subscriptions left on the Company to cover the number of users that Company has.

You will continue to be billed for subscriptions that are in an Unallocated status* in line with the subscription type and contact option.

* Upfront Subscriptions will be billed if the subscription is in-term, though if the Upfront subscription is out of term and unallocated, we will suspend billing for that subscription until it is allocated to a new company.

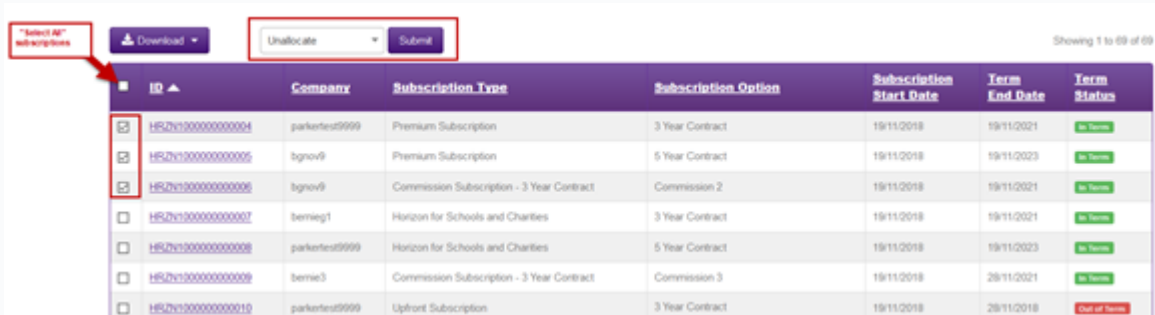
Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Hosted”, “Horizon” and “Manage Subscriptions”.

Step 2

Search for the subscriptions that you wish to Unallocate using any of the available search criteria and then select the subscription(s) using the check box associated with the subscription.

Select the “Unallocate” action and then click “Submit”.



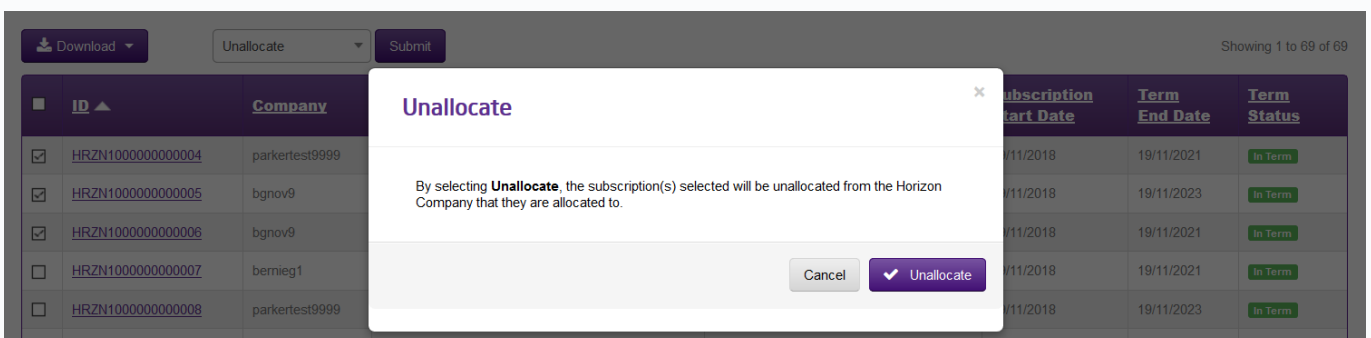
The screenshot shows a table with columns: ID, Company, Subscription Type, Subscription Option, Subscription Start Date, Term End Date, and Term Status. Three rows are selected, indicated by checkboxes. Above the table, there are buttons for 'Download', 'Unallocate', and 'Submit'. A red box highlights the 'Unallocate' button, and another red box highlights the 'Submit' button. A red arrow points to the 'Select All' link in the top left corner. The text 'Showing 1 to 69 of 69' is visible in the top right corner.

ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
HRZN10000000000004	parkertest9999	Premium Subscription	3 Year Contract	19/11/2018	19/11/2021	In Term
HRZN10000000000005	bgnov9	Premium Subscription	5 Year Contract	19/11/2018	19/11/2023	In Term
HRZN10000000000006	bgnov9	Commission Subscription - 3 Year Contract	Commission 2	19/11/2018	19/11/2021	In Term
HRZN10000000000007	bermeg1	Horizon for Schools and Charities	3 Year Contract	19/11/2018	19/11/2021	In Term
HRZN10000000000008	parkertest9999	Horizon for Schools and Charities	5 Year Contract	19/11/2018	19/11/2023	In Term
HRZN10000000000009	berme3	Commission Subscription - 3 Year Contract	Commission 3	19/11/2018	28/11/2021	In Term
HRZN10000000000010	parkertest9999	Uplift Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Term

Step 3

Confirm that you want to unallocate the subscriptions from the Company(s).

When you click “Unallocate” here the Gamma Portal will now unallocate these subscriptions. To reverse this action you need to follow the “Assign to Company” process.



Step 4

Once you have clicked “Unallocate”, then you will be given an order ID.

The Subscription History will be updated with the change, date and who completed this action.

Cease Subscriptions

Subscriptions can be ceased when they are unallocated from a Company. The only exception is Upfront subscriptions, which cannot be ceased.

Termination Charges

If a subscription is out of term, there is no charge applied. However, if the subscription is in term, then you will receive a termination charge.

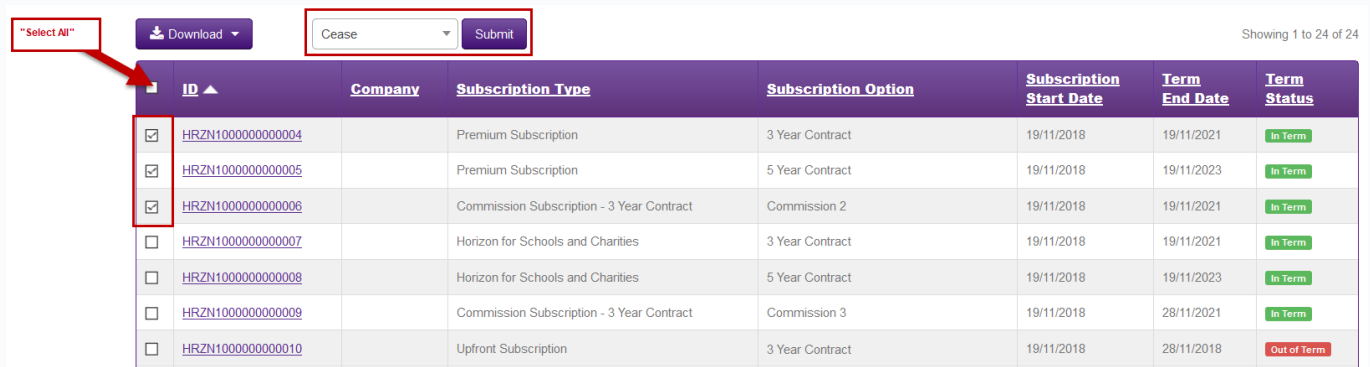
For full information regarding termination charges, please see the Horizon Commercial Terms & Conditions document and our Billing Home page on the Gamma Portal (Billing > Billing Home)

Step 1

Follow the “[Unallocate Subscriptions](#)” process fully, then proceed to Step 2.

Step 2

Once the subscriptions are unallocated from a Company, these can then be ceased. Select all the unallocated subscriptions that you wish to cease and in the actions drop down, select “Cease” and then “Submit”.



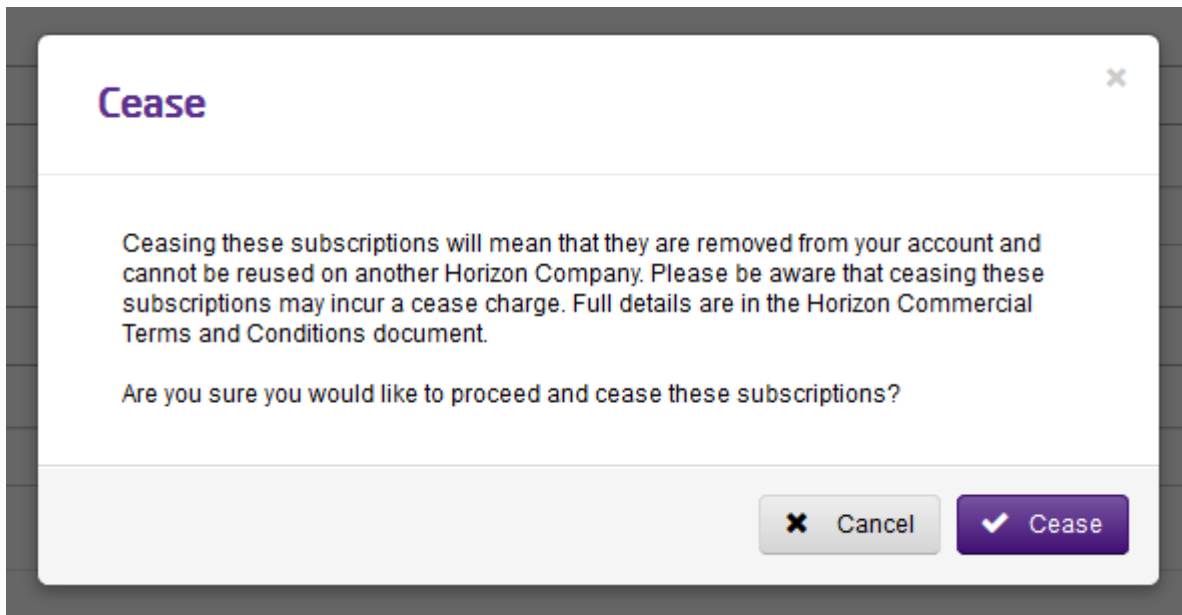
The screenshot shows a web interface for managing subscriptions. At the top, there is a "Download" button, a dropdown menu currently set to "Cease", and a "Submit" button. A red box highlights the "Cease" dropdown, and a red arrow points from a box labeled "Select All" to the first checkbox in the table. The table has columns for ID, Company, Subscription Type, Subscription Option, Subscription Start Date, Term End Date, and Term Status. The first three rows are checked, and their Term Status is "In Term". The last row is unchecked and its Term Status is "Out of Term".

ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
<input checked="" type="checkbox"/> HRZN1000000000004		Premium Subscription	3 Year Contract	19/11/2018	19/11/2021	In Term
<input checked="" type="checkbox"/> HRZN1000000000005		Premium Subscription	5 Year Contract	19/11/2018	19/11/2023	In Term
<input checked="" type="checkbox"/> HRZN1000000000006		Commission Subscription - 3 Year Contract	Commission 2	19/11/2018	19/11/2021	In Term
<input type="checkbox"/> HRZN1000000000007		Horizon for Schools and Charities	3 Year Contract	19/11/2018	19/11/2021	In Term
<input type="checkbox"/> HRZN1000000000008		Horizon for Schools and Charities	5 Year Contract	19/11/2018	19/11/2023	In Term
<input type="checkbox"/> HRZN1000000000009		Commission Subscription - 3 Year Contract	Commission 3	19/11/2018	28/11/2021	In Term
<input type="checkbox"/> HRZN1000000000010		Upfront Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Term

Step 3

You will be presented with a window asking if you are wanting to proceed in ceasing these subscriptions. If there is a termination charge associated with this request, then this will be worked out and displayed here.

Once you are sure you want to cease these subscriptions, then click "Cease". This will generate an Order ID for you and will cease these subscriptions. This action is not reversible.



Assign Subscriptions to a Company

Any subscription that is not allocated against a Company ("[unallocated](#)") can be assigned to another Horizon Company on the same Channel Partner account.

Assigning a Schools and Charity subscription to a non-Schools or Charity company will result in the subscription losing its Schools and Charity discount for the remainder of the contracted term and being charged as a Premium subscription.

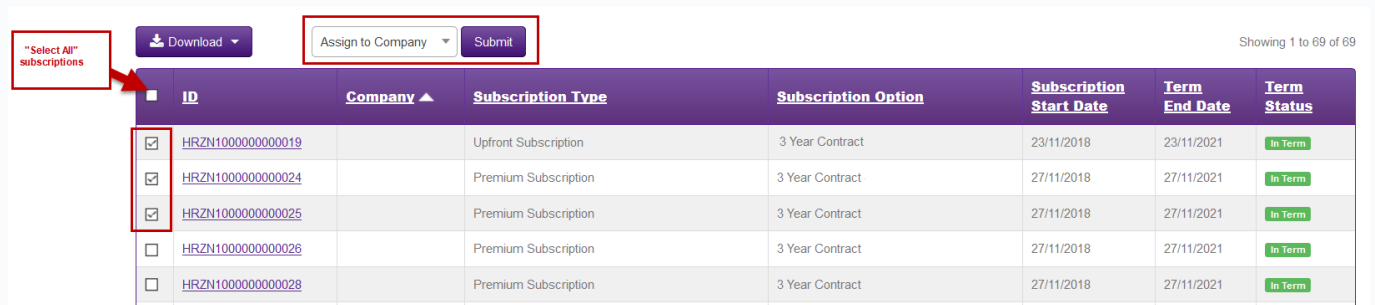
You can assign any subscription type to any Company.

Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Hosted”, “Horizon” and “Manage Subscriptions”.

Step 2

Identify the subscriptions that are already in an unallocated status that you wish to use (the subscriptions that don't have a Company Name in the results table), select them and using the Action drop-down, select “Assign to Company”. Click “Submit”.



The screenshot shows a table with columns: ID, Company, Subscription Type, Subscription Option, Subscription Start Date, Term End Date, and Term Status. The first three rows are selected with checkboxes. Above the table, there are buttons for "Download", "Assign to Company" (with a dropdown arrow), and "Submit". A red box highlights the "Assign to Company" button and the "Submit" button. A red arrow points to the "Select All" checkbox in the top left corner. The text "Showing 1 to 69 of 69" is visible in the top right corner.

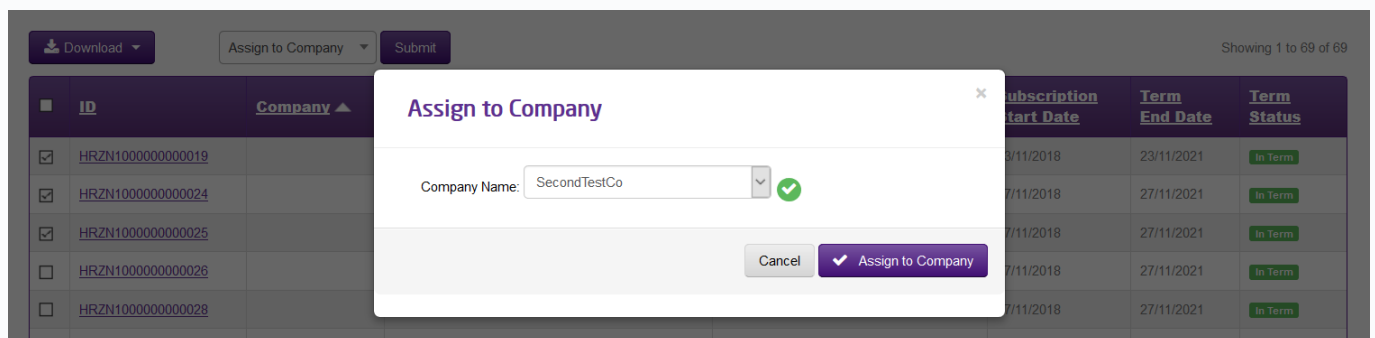
ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
<input checked="" type="checkbox"/> HRZN1000000000019		Upfront Subscription	3 Year Contract	23/11/2018	23/11/2021	In Term
<input checked="" type="checkbox"/> HRZN1000000000024		Premium Subscription	3 Year Contract	27/11/2018	27/11/2021	In Term
<input checked="" type="checkbox"/> HRZN1000000000025		Premium Subscription	3 Year Contract	27/11/2018	27/11/2021	In Term
<input type="checkbox"/> HRZN1000000000026		Premium Subscription	3 Year Contract	27/11/2018	27/11/2021	In Term
<input type="checkbox"/> HRZN1000000000028		Premium Subscription	3 Year Contract	27/11/2018	27/11/2021	In Term

Step 3

Select the Company that you want to assign your subscriptions to from the drop-down, and then click “Assign to Company”.

Clicking “Assign to Company” will complete this action, and you will be given an order ID. To reverse this action, please follow the [“Unallocate Subscriptions”](#) process.

The Subscription History will be updated with the change, date and who completed this action.



Renew Subscriptions

We have two ways of renewing subscriptions within the Gamma Portal. These are:

	When can I renew	What does this mean?
Renew	From 6 months before the end of the subscription end date	You can renew your subscriptions once they are out of term to another contract term. For example, if you want to change your 3-year subscription to a 5-year subscription, this is possible using Renew As. You can also change the subscription type. So you may wish to change your Schools and Charities subscription to a Premium subscription. You will receive your renewal contribution into the Horizon Fund once you have renewed your subscription.
Renew As	When the subscription is Out of Term only	You can renew your subscriptions once they are out of term to another contract term. For example, if you want to change your 3-year subscription to a 5-year subscription, this is possible using Renew As. You can also change the subscription type. So you may wish to change your Schools and Charities subscription to a Premium subscription. You will receive your renewal contribution into the Horizon Fund once you have renewed your subscription.

Renew

Within the Gamma Portal, you can now renew subscriptions* on the same terms as the original contract 6 months before the end of the subscription term. This gives the Channel Partner the benefit of getting a new incentive deal earlier than expected.

A subscription needs to be assigned to a company before you can renew it.

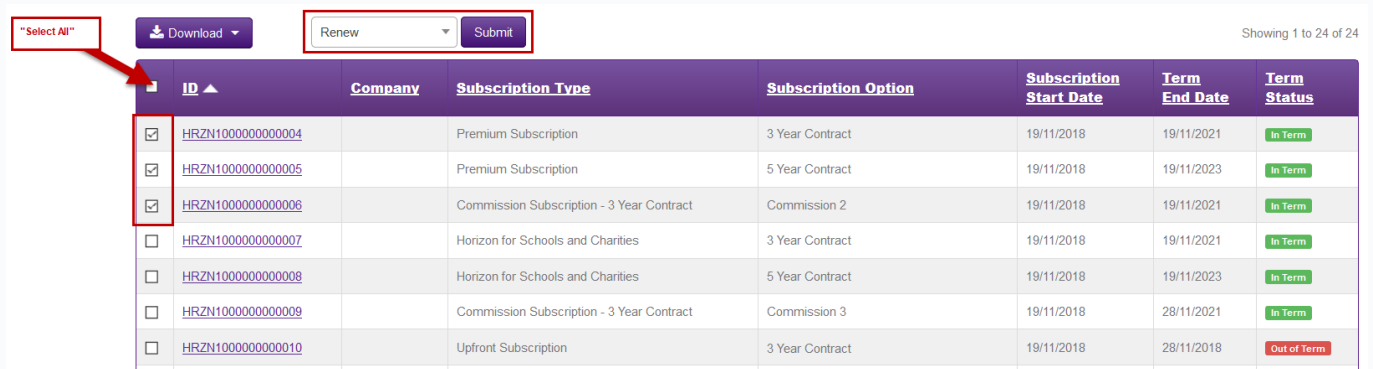
* The only subscriptions that cannot be renewed are Upfront subscriptions.

Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Hosted”, “Horizon” and “Manage Subscriptions”.

Step 2

Identify the subscriptions that you want to renew and select them, ensuring that they are either Out of Term or In Term and have less than 6 months to run in the Term End Date field. Select “Renew” and then click “Submit”.



The screenshot shows a web interface for managing subscriptions. At the top, there is a navigation bar with a "Select All" button, a "Download" button, a "Renew" dropdown menu, and a "Submit" button. Below this is a table with the following columns: ID, Company, Subscription Type, Subscription Option, Subscription Start Date, Term End Date, and Term Status. The table contains 10 rows of subscription data. The first three rows are selected, indicated by checked checkboxes in the ID column. The first three rows have a "Term Status" of "In Term", while the last row has a "Term Status" of "Out of Term".

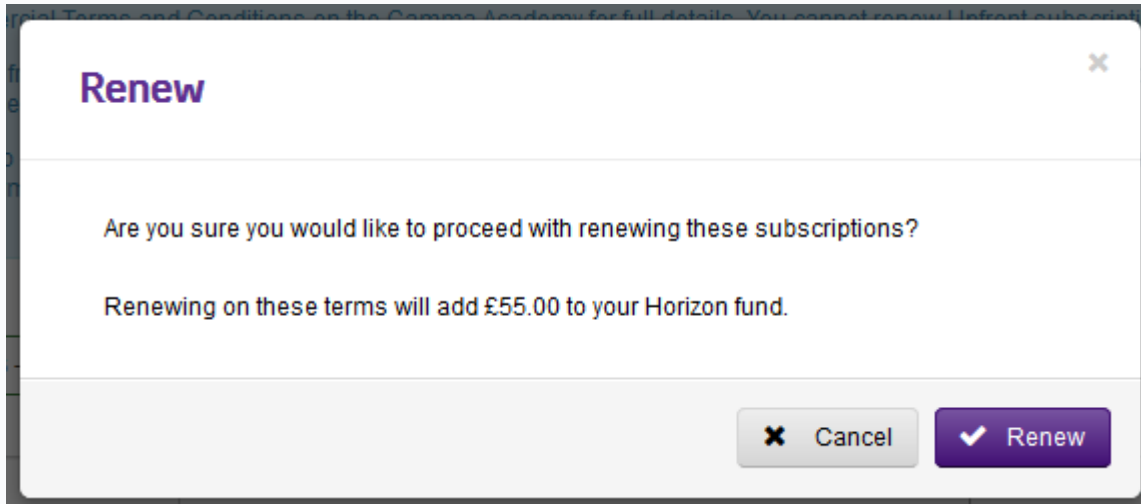
ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
<input checked="" type="checkbox"/> HRZN1000000000004		Premium Subscription	3 Year Contract	19/11/2018	19/11/2021	In Term
<input checked="" type="checkbox"/> HRZN1000000000005		Premium Subscription	5 Year Contract	19/11/2018	19/11/2023	In Term
<input checked="" type="checkbox"/> HRZN1000000000006		Commission Subscription - 3 Year Contract	Commission 2	19/11/2018	19/11/2021	In Term
<input type="checkbox"/> HRZN1000000000007		Horizon for Schools and Charities	3 Year Contract	19/11/2018	19/11/2021	In Term
<input type="checkbox"/> HRZN1000000000008		Horizon for Schools and Charities	5 Year Contract	19/11/2018	19/11/2023	In Term
<input type="checkbox"/> HRZN1000000000009		Commission Subscription - 3 Year Contract	Commission 3	19/11/2018	28/11/2021	In Term
<input type="checkbox"/> HRZN1000000000010		Upfront Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Term

Step 3

Once you click Renew, if the subscriptions qualify for the Horizon Fund you will be presented with how much your Fund contribution will be and the Fund will be automatically updated.

Confirm that you want to renew the subscriptions by clicking “Renew”. If you wish to cancel the request at this stage, click “Cancel”.

The Subscription History will be updated with the change, date and who completed this action.



Renew As

You are also now able to change the subscription type when renewing, which is known as “Renew As”. This action can only be completed on subscriptions that are Out of Term.

You are unable to renew Upfront subscriptions, and you are unable to Renew a subscription to an Upfront, with the exception of the Upfront - 1 Month Rolling, where they can be “Renewed As” to a 3 Year to qualify for Horizon Fund.

Premium 1-Month Rolling subscriptions can only be renewed after 18 months.

Step 1

From the Gamma Portal, go to “Provisioning and Service Management”, “Hosted”, “Horizon” and “Manage Subscriptions”.

Step 2

Identify the subscriptions that you want to renew as a new contract type and select them, ensuring that they are either Out of Term. Select “Renew As” and then click “Submit”.

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ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
<input type="checkbox"/> HRZN100000000010		Upfront Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Term
<input checked="" type="checkbox"/> HRZN100000000012		Commission Subscription - 3 Year Contract	Commission 1	19/11/2018	26/11/2018	Out of Term

Step 3

Select your new Subscription Type and Contract Option for all the subscriptions you've selected. Once you're happy with your selection, click "Renew As".

If the subscriptions qualify for the Horizon Fund, you will be presented with how much your Fund contribution will be and the Fund will be automatically updated.

Once you've selected "Renew As" all selected subscriptions will be changed to the new contract option and this option is not reversible.

The Subscription History will be updated with the change, date and who completed this action.

Renew As ✕

You have selected 2 subscriptions to renew as a new contract type. Please select your new subscription type below

Subscription Type: ✓

Contract Option: ✓

Renewing on these terms will add £115.00 to your Horizon fund.

✕ Cancel
✓ Renew As

Subscription History

With all the changes that can happen to subscriptions, we have a “Subscription History” page within the Gamma Portal. This is available by clicking on the Subscription ID when it is shown as a purple link.

Download Please Select Submit Showing 1 to 69 of 69

ID	Company	Subscription Type	Subscription Option	Subscription Start Date	Term End Date	Term Status
HRZN1000000000004		Premium Subscription	3 Year Contract	19/11/2018	19/11/2021	In Term
HRZN1000000000005		Premium Subscription	5 Year Contract	19/11/2018	19/11/2023	In Term
HRZN1000000000006		Commission Subscription - 3 Year Contract	Commission 2	19/11/2018	19/11/2021	In Term
HRZN1000000000007		Horizon for Schools and Charities	3 Year Contract	19/11/2018	19/11/2021	In Term
HRZN1000000000008		Horizon for Schools and Charities	5 Year Contract	19/11/2018	19/11/2023	In Term
HRZN1000000000009		Commission Subscription - 3 Year Contract	Commission 3	19/11/2018	28/11/2021	In Term
HRZN1000000000010		Upfront Subscription	3 Year Contract	19/11/2018	28/11/2018	Out of Term

The Subscription History page will give you details on what action has been taken for a subscription, what the Company name is (if assigned to a company), the subscription type, term end dates and who has made the change.

Subscription History

This page shows you the history of the subscription. For new subscriptions, this will be the entire history of the subscription, and for legacy subscriptions (i.e. those that migrated onto the new subscription framework) this will show the date that the company was originally created as the first transaction, and then all transactions after the migration.

Please be aware that for renewals currently, the date in this page is showing the old Term End Date. The correct Term End Date is that on the Manage Subscription page.

History of HRZN1000000000025

Date ▲	Change	Company	Term End Date	Subscription Type	Portal User
21/02/2019 17:13	Add Subscription	NathanUATBilling	04/03/2019	Premium Subscription - 1 Month Contract	nosborn123
26/02/2019 11:19	Unallocate	-			bernieeee25
27/02/2019 09:39	Allocate	tuesdaynonschool			bernieeee25
27/02/2019 15:13	Unallocate	-			bernieeee25
04/03/2019 12:52	Allocate	bgmondayschool	04/03/2019	Premium Subscription - 1 Month Contract	bernieeee25
04/03/2019 12:54	Renew/Renew As	bgmondayschool	04/03/2024	Commission Club - 5 Year Contract	bernieeee25

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