

Subscription Notes

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Overview

This page provides a list of notes that have been created against the service subscription. This is different from [Customer \(Account\) Notes](#), and the [Provisioning Logs](#) tab which also logs events and information under specific circumstances. Notes made here are related the service subscription.

Some examples are:

- Events that are service-centric and whose [event mapping is configured with 'Extended Logging' enabled](#) will log a subscription note.
- Manual provisioning activity will be logged in the subscription notes.
- In the case of automatically-provisioned service types, subscription notes may be created pertaining to some of the network provisioning activities.
- User-created subscription notes.

The Subscription Notes Tab

To access this screen users have one of two pathways:

Nav: **Customer** > **List**

1. Click on the ID of a customer to open the customer record.
2. Click the **Service Subscription** tab to open the customer's service subscription.
3. Click on the **Subscription Notes** tab.

Alternatively, users can:

Nav: **Services** > **List All**

1. Click on the **Service ID** or **Service Subscription ID** link to open the customer's service subscription.
2. Click on the **Subscription Notes** tab.

Configuration

Service Quantity History

Service Address

Cost Centres

Product Rate Override

Access Fee Override

Cancel Subscription

Service Identifiers

Subscription Notes

Provisioning Logs

Subscription Period History

Service Qualifications

Related Purchase

Provisioning Properties

Create New Note

Create Service Desk Ticket

1 Results Found

NOTE ID	Author	Created	Subject	Details
11609482	Emerson Support	10 Jan 2017 13:56:55	Activated By Semi Manual Provisioning	

1

50

100

150

200

500

1000

This screen shows a subscription note that was automatically created when the service was activated via the Manual Provisioning method.

Create a Service Subscription Note

To create a subscription note, follow these steps:

1. Click the **Create New Note** button. The Add Note page will appear.
2. Enter a summary
3. Optionally enter further information in the **Description** field.
4. If you want the note to be customer-visible via the End User Portal, uncheck the *Private* box.
5. Press **Save** to save the note.

Related Pages

- [Service Access Fee Multiplier Fundamentals](#)
- [Plans and Subscriptions](#)
- [Apply a Service Subscription Access Fee Override](#)
- [Service Subscriptions](#)
- [Service Identifiers](#)
- [Cancel a Service Subscription](#)
- [Bolt-on History](#)
- [Services](#)
- [Configure a Service Fee Multiplier](#)
- [Service Fee Multiplier](#)
- [Training Session Guide: Orders and Provisioning](#)
- [Orders and Subscriptions for Microsoft CSP Rhipe](#)

- [Service Subscription Detail Update Import](#)
- [Approve a Subscription Period](#)
- [Billing Start Date](#)