

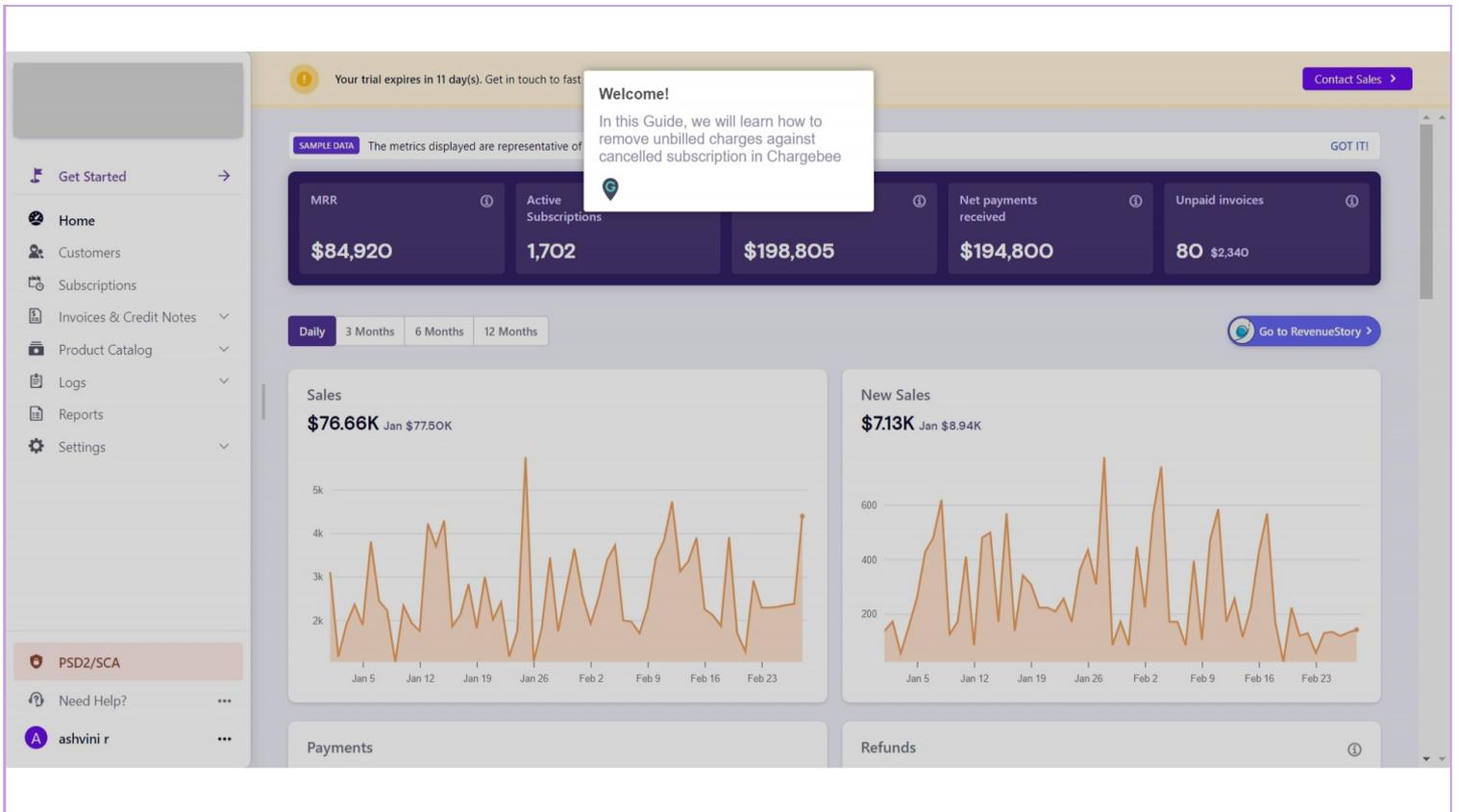


How to remove unbilled charges against cancelled subscription in Chargebee

Step: 01

Welcome!

In this Guide, we will learn how to remove unbilled charges against cancelled subscription in Chargebee



Step: 02

Click on "Settings"

The screenshot shows a dashboard interface with a sidebar on the left and a main content area. The sidebar contains a navigation menu with the following items: Get Started, Home, Customers, Subscriptions, Invoices & Credit Notes, Product Catalog, Logs, Reports, and Settings. The 'Settings' item is highlighted with a blue border and a dropdown arrow. Below the menu, there are user information elements: 'PSD2/SCA', 'Need Help?', and the user name 'ashvini r'. The main content area features a yellow notification banner at the top: 'Your trial expires in 11 day(s). Get in touch to fast track your onboarding.' with a 'Contact Sales' button. Below the banner, a 'SAMPLE DATA' notice states: 'The metrics displayed are representative of a subscription business.' The dashboard displays five key metrics in dark blue cards: MRR (\$84,920), Active Subscriptions (1,702), Net revenue (\$198,805), Net payments received (\$194,800), and Unpaid invoices (80 \$2,340). A time filter is set to 'Daily' with options for 3 Months, 6 Months, and 12 Months. A 'Go to RevenueStory' button is also present. Two line charts are visible: 'Sales' and 'New Sales'. The 'Sales' chart shows a fluctuating orange line with a tooltip that says 'Click on "Settings"'. The 'New Sales' chart shows a similar orange line with a value of '\$7.13K' for January, compared to '\$8.94K' for the previous period. At the bottom, there are sections for 'Payments' and 'Refunds'.

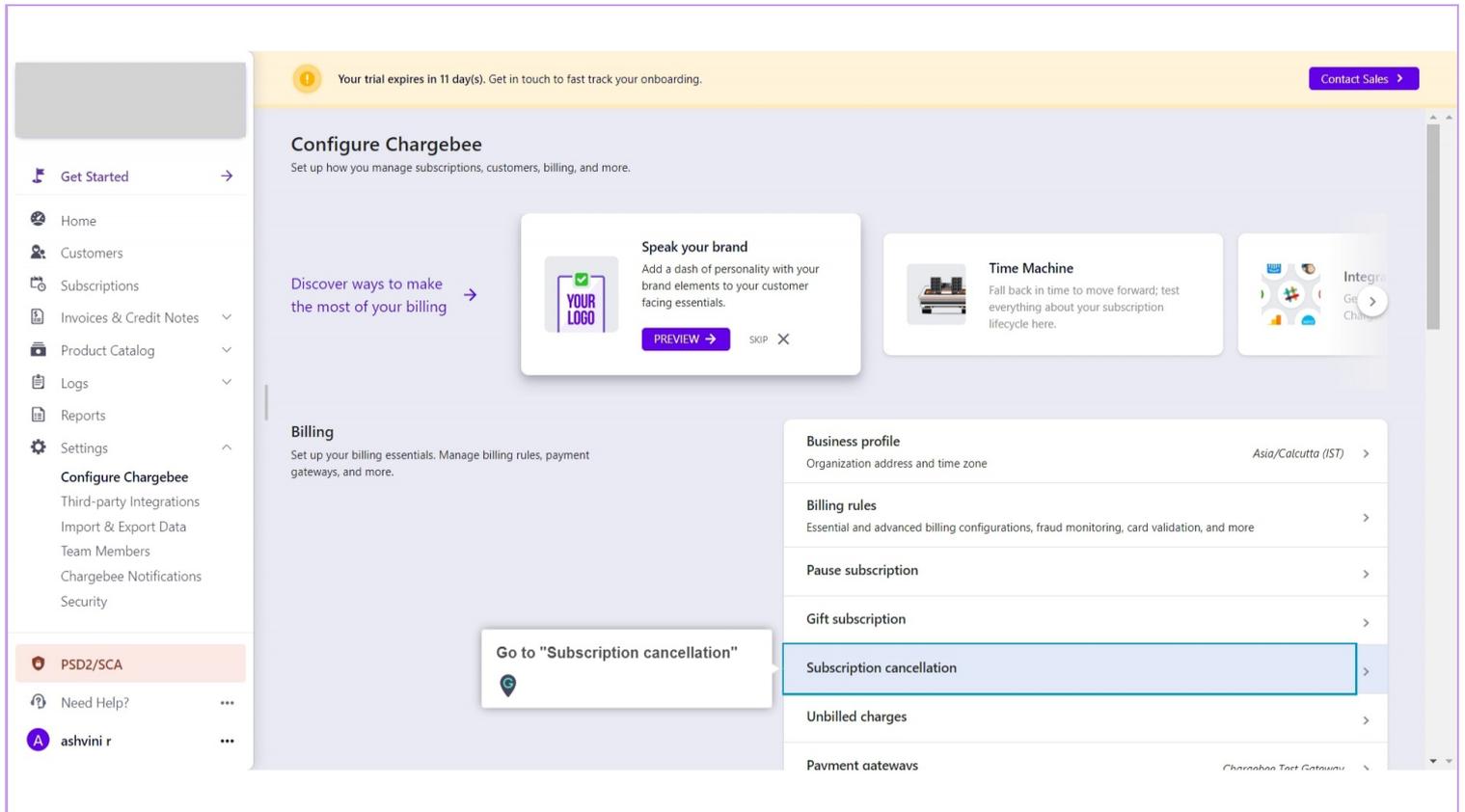
Step: 03

Click on "Configure Chargebee"

The screenshot shows a dashboard interface with a sidebar on the left and a main content area. The sidebar contains a menu with items like 'Get Started', 'Home', 'Customers', 'Subscriptions', 'Invoices & Credit Notes', 'Product Catalog', 'Logs', 'Reports', 'Settings', 'Configure Chargebee', 'Third-party Integrations', 'Import & Export Data', 'Team Members', 'Chargebee Notifications', 'Security', 'PSD2/SCA', 'Need Help?', and a user profile 'ashvini r'. The main content area features a top banner with a trial expiration notice and a 'Contact Sales' button. Below this is a 'SAMPLE DATA' section with five key metrics: MRR (\$84,920), Active Subscriptions (1,702), Net revenue (\$198,805), Net payments received (\$194,800), and Unpaid invoices (80 \$2,340). There are also two line charts: 'Sales' (\$76.66K) and 'New Sales' (\$7.13K), both showing data from Jan 5 to Feb 23. A callout box with a location pin icon points to the 'Configure Chargebee' menu item, with the text 'Click on "Configure Chargebee"'. Other sections like 'Payments' and 'Refunds' are partially visible at the bottom.

Step: 04

Go to "Subscription cancellation"



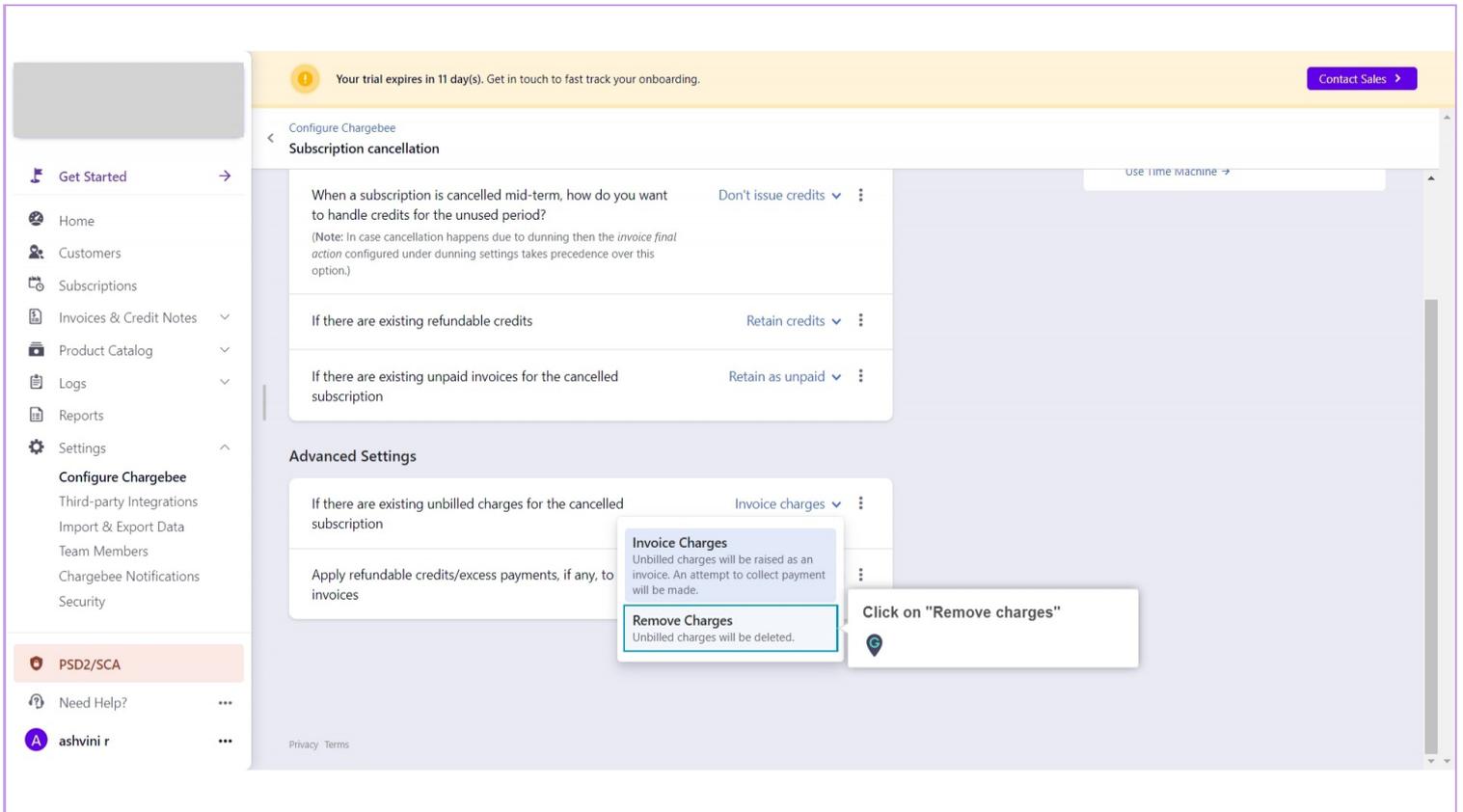
Step: 05

Click on "Invoice charges"

The screenshot shows the Chargebee configuration interface for 'Subscription cancellation'. The left sidebar contains navigation options like 'Get Started', 'Home', 'Customers', 'Subscriptions', 'Invoices & Credit Notes', 'Product Catalog', 'Logs', 'Reports', 'Settings', and 'Configure Chargebee'. The main content area is titled 'Subscription cancellation' and includes a warning banner about a trial expiration. Below this, there are several settings cards for handling cancellations, such as 'When a subscription has to be cancelled' (set to 'Cancel immediately'), 'When a subscription is cancelled mid-term, how do you want to handle credits for the unused period?' (set to 'Don't issue credits'), and 'If there are existing refundable credits' (set to 'Retain credits'). The 'Advanced Settings' section at the bottom contains 'If there are existing unbilled charges for the cancelled subscription' (set to 'Invoice charges') and a toggle for 'Apply refundable credits/excess payments, if any, to unpaid invoices'. A callout box with a location pin icon points to the 'Invoice charges' dropdown, with the text 'Click on "Invoice charges"'. A 'Contact Sales' button is visible in the top right corner.

Step: 06

Click on "Remove charges"



Step: 07

Click on "Apply"

The screenshot displays the 'Subscription cancellation' configuration page in the Chargebee interface. The page is titled 'Configure Chargebee' and 'Subscription cancellation' (DRAFT). A notification at the top states 'Your trial expires in 11 day(s). Get in touch to fast track your onboarding.' and a 'Contact Sales' button is visible.

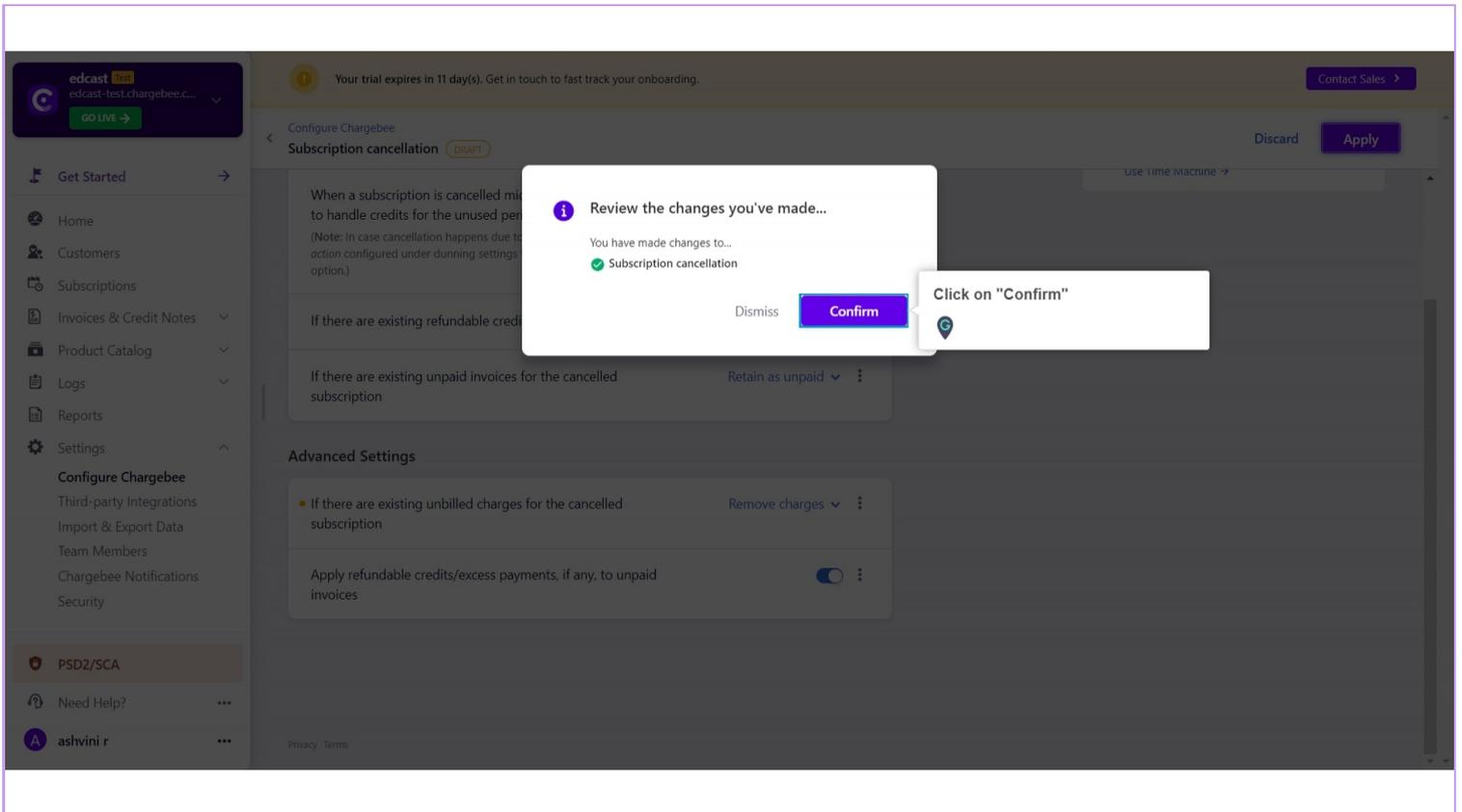
The main content area contains several settings:

- When a subscription is cancelled mid-term, how do you want to handle credits for the unused period?** (Note: In case cancellation happens due to dunning then the *invoice final action* configured under dunning settings takes precedence over this option.) - Don't issue credits
- If there are existing refundable credits** - Retain credits
- If there are existing unpaid invoices for the cancelled subscription** - Retain as unpaid
- Advanced Settings**
 - If there are existing unbilled charges for the cancelled subscription** - Remove charges
 - Apply refundable credits/excess payments, if any, to unpaid invoices** -

A callout box with a location pin icon points to the 'Apply' button in the top right corner of the page.

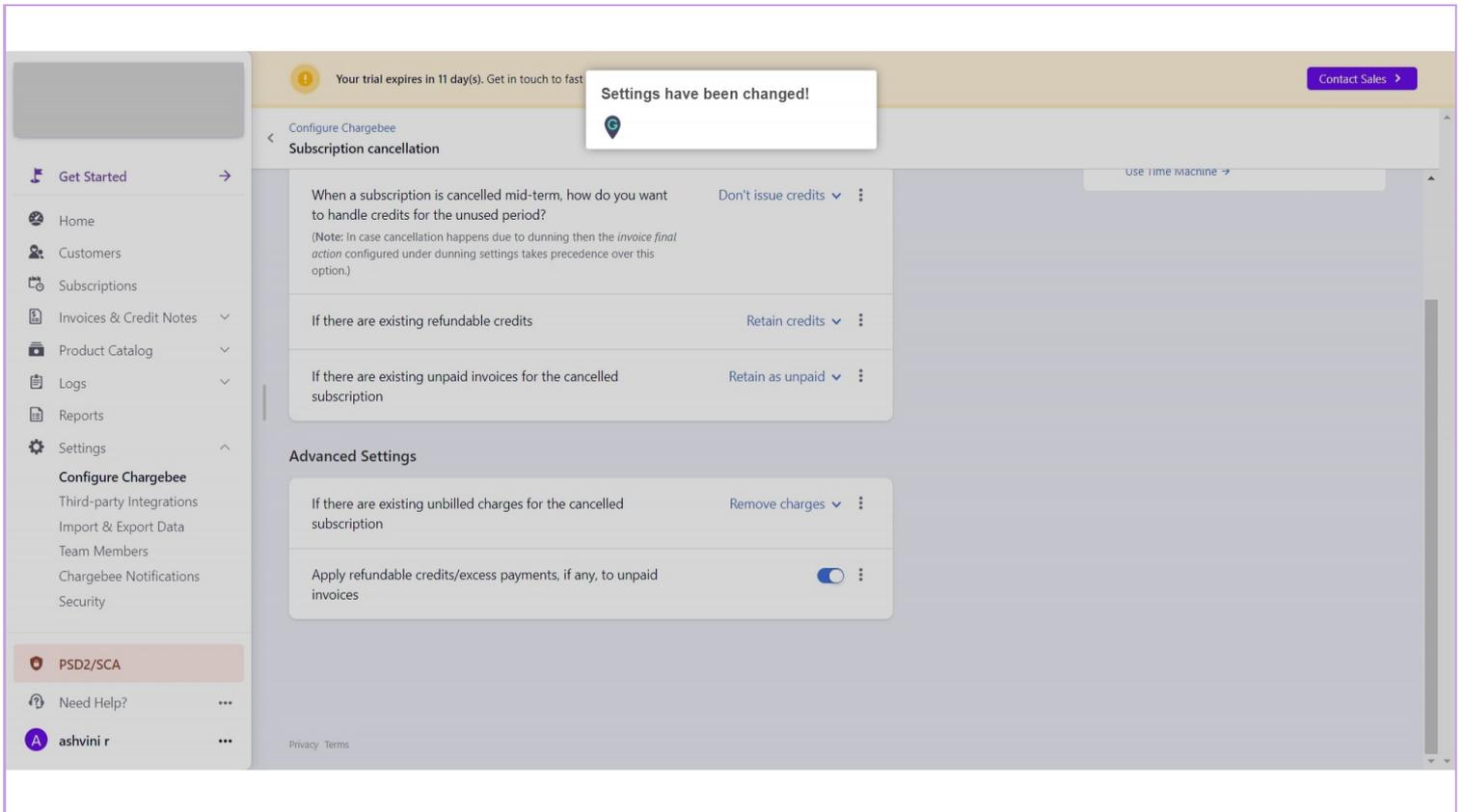
Step: 08

Click on "Confirm"



Step: 09

Settings have been changed!



Thank You!

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