

# Overview

Kaui lets you configure basic settings for how the system behaves when an account is overdue. In Kaui, this is a subset of the full overdue configuration settings and is defined at the tenant level. For more information, see the [Overdue System Guide](#).



**Note:** You can also configure overdue actions for the *global* Kill Bill system (as opposed to configuring at the tenant level). For more information, see the [Overdue System](#) documentation.

See the following sections to configure overdue (dunning) flows for a tenant:

- [View overdue configuration](#)
- [View overdue configuration as XML](#)
- [Configure overdue flows](#)
- [Delete overdue flows](#)
- [Upload an XML overdue configuration file](#)

You cannot edit a raw overdue configuration XML file in Kaui.

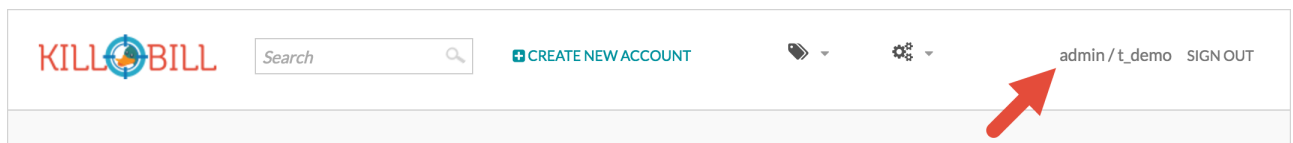
## Additional Overdue Resources

- "Overdue" section in the *Subscription Guide*.
- [Overdue System Guide](#)

## View Overdue Configuration

If any overdue (dunning) actions are configured, you can see them on the Overdue Show tab at the bottom of the Tenant Configuration page. To get there:

1. Click on your username and tenant name in the upper right corner:



Kaui displays the Tenant Configuration page.

2. Scroll down and click on the Overdue Show tab:

### Tenant Details

Name: Kill Bill

### Useful Links

- [Parked accounts](#)

[Catalog Show](#)
[Overdue Show](#)
[Invoice Template](#)
[Invoice Translation](#)
[Catalog Translation](#)
[Plugin Config](#)

### Existing Overdue Config

[View Overdue Xml](#)

No overdue configuration defined for tenant

## Configure Overdue Flows

The following steps explain how to set up overdue flows (i.e., actions) for the tenant.

1. Go to the [Overdue Show](#) tab on the Tenant Configuration page.

### Tenant Details

Name: Kill Bill

### Useful Links

- [Parked accounts](#)

[Catalog Show](#)
[Overdue Show](#)
[Invoice Template](#)
[Invoice Translation](#)
[Catalog Translation](#)
[Plugin Config](#)

### Existing Overdue Config

[View Overdue Xml](#)

No overdue configuration defined for tenant

2. Click the plus sign (  ) next to **Existing Overdue Config**.

Kaui opens the Overdue Configuration screen:

### Overdue Configuration

[Enable Advanced Configuration \(Upload XML\)](#)

+ new overdue states

EXTERNAL NAME	MESSAGE	BLOCK SUBSCRIPTION CHANGES	SUBSCRIPTION CANCELLATION	DAYS SINCE EARLIEST UNPAID INVOICE	TAG INCLUSION	TAG EXCLUSION	NUMBER OF UNPAID INVOICES	TOTAL UNPAID INVOICE BALANCE
<div>SAVE</div>								

3. Click + **New Overdue States**. Kaui opens the fields for editing:

### Overdue Configuration

[Enable Advanced Configuration \(Upload XML\)](#)

+ new overdue states

NAME	EXTERNAL MESSAGE	BLOCK SUBSCRIPTION CHANGES	SUBSCRIPTION CANCELLATION	DAYS SINCE EARLIEST UNPAID INVOICE	TAG INCLUSION	TAG EXCLUSION	NUMBER OF UNPAID INVOICES	TOTAL UNPAID INVOICE BALANCE
Clear		false	NONE	0	NONE	NONE	0	0
<div>SAVE</div>								

4. Fill in the fields for the current row. For field information, see the [Overdue Configuration Field](#)


Descriptions table.

5. To add another overdue configuration row, click + **new overdue states**.

6. When you are done adding configuration rows, click the **Save** button. Kauai displays the new row(s) on the Overdue Show tab:

I NEED A SCREENSHOT OF THIS



**Note:** To edit an existing overdue state/action, on the Overdue Show tab, click the plus sign (  ) next to **Existing Overdue Config**. This opens the overdue configuration fields in edit mode.

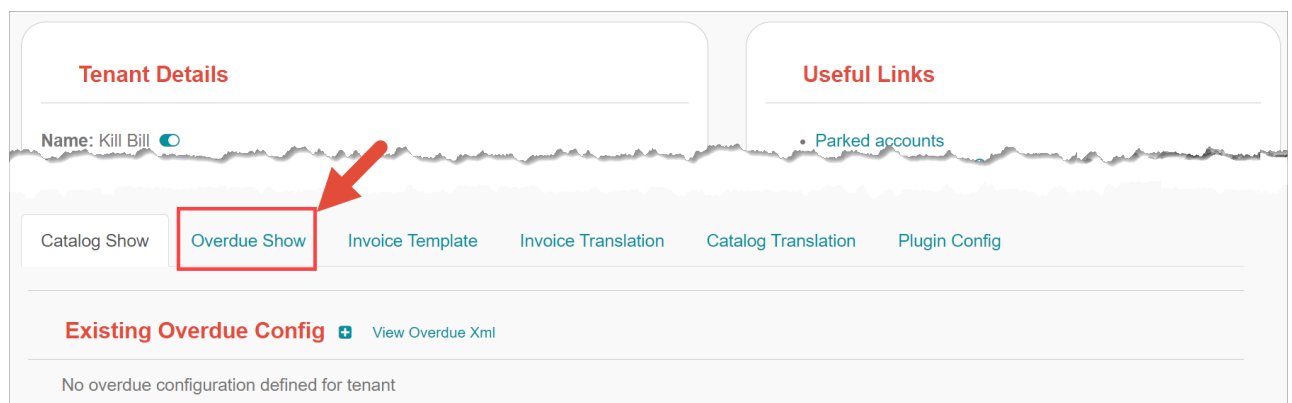
## Overdue Configuration Field Descriptions

Field	Description
Name	The name assigned to the overdue flow.
External Message	Message text that other plugins, when listening for overdue events, can retrieve and display to the user. <i>(Optional)</i>
Block Subscription Changes	If set to <b>true</b> , the customer can make plan changes to the subscription in this overdue state. If set to <b>false</b> , the customer cannot make changes.
Subscription Cancellation	Select the option that describes how Kill Bill behaves regarding a cancellation in this overdue state: <ul style="list-style-type: none"><li>• <b>NONE</b>: The subscription is not cancelled. <i>Not sure this is right</i></li><li>• <b>POLICY_NONE</b>: ??? Maybe some to do with the default cancellation policy in the catalog? Not sure...</li><li>• <b>POLICY_IMMEDIATE_POLICY</b>: Cancels the subscription immediately and applies a partial credit to the account based on how much of the service has been consumed.</li><li>• <b>END_OF_TERM</b>: Cancels the subscription at the end of the billing period with no refund to the customer (i.e., no proration).</li></ul>
Days Since Earliest Unpaid Invoice	Specifies how many days should pass after the last unpaid invoice before initiating this overdue flow.

Field	Description
Tag Inclusion	<p>Specifies that the overdue flow will occur if the account is tagged with one of the selected system (control) tags. To disregard tag inclusion for this overdue state, leave as the default <b>NONE</b> setting.</p> <ul style="list-style-type: none"> <li>• <b>AUTO_PAY_OFF</b></li> <li>• <b>AUTO_INVOICING_OFF</b></li> <li>• <b>OVERDUE_ENFORCEMENT_OFF</b></li> <li>• <b>MANUAL_PAY</b></li> <li>• <b>TEST</b></li> <li>• <b>PARTNER</b></li> </ul> <p>For a description of system tags, see the "<b>Tags</b>" section of the <i>Subscription Guide</i>.</p>
Tag Exclusion	Specifies that the overdue flow will <i>not</i> occur if the account is tagged with one of the selected system (control) tags. See tags information above.
Number of Unpaid Invoices	Specifies that the overdue flow will occur if the number of unpaid invoices equals or exceeds the specified value.
Total Unpaid Invoice Balance	Specifies that the overdue action will occur if the total unpaid invoice balance equals or exceeds the specified value.

## Upload an XML Overdue Configuration File

1. [Go to the Overdue Show tab](#) on the Tenant Configuration page.



2. Click the plus sign (  ) next to **Existing Overdue Config**.

Kaui opens the Overdue Configuration screen:

**Overdue Configuration**
[Enable Advanced Configuration \(Upload XML\)](#)

new overdue states

EXTERNAL NAME	MESSAGE	BLOCK SUBSCRIPTION CHANGES	SUBSCRIPTION CANCELLATION	DAYS SINCE EARLIEST UNPAID INVOICE	TAG INCLUSION	TAG EXCLUSION	NUMBER OF UNPAID INVOICES	TOTAL UNPAID INVOICE BALANCE
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SAVE

- Click **Enable Advanced Configuration (Upload XML)**. Kaui displays an upload screen:

**Upload Overdue XML Config**
[Enable Simple View](#)

Choose File

No file chosen

UPLOAD

- Click the **Choose File** button, locate the XML file, and select it.

Once you have selected the file, Kaui displays the filename next to the **Choose File** button.

**Upload Overdue XML Config**
[Enable Simple View](#)

Choose File

overdue\_V2.xml

UPLOAD

- Click the **Upload** button.

If the upload is successful, Kaui displays a confirmation message along with a list of plans on the Catalog Show tab:

## View Overdue Configuration as XML

- Go to the **Overdue Show** tab on the Tenant Configuration page.

Tenant Details

Name: Kill Bill

Useful Links

Parked accounts

Catalog Show

Overdue Show

Invoice Template

Invoice Translation

Catalog Translation

Plugin Config

Existing Overdue Config

View Overdue Xml

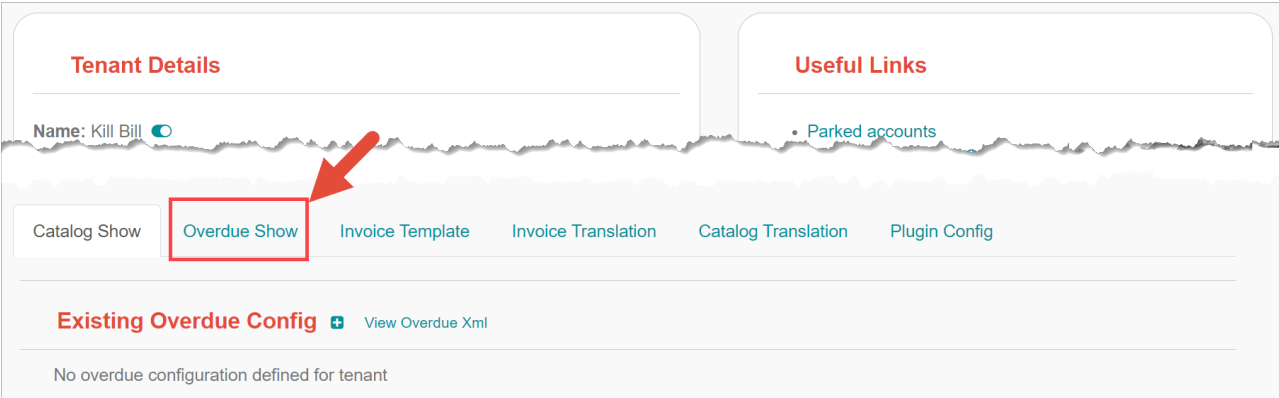
No overdue configuration defined for tenant

- Click **View Overdue XML**.

NOT SURE WHAT HAPPENS HERE. IT DOESN'T WORK FOR ME - GOES TO MAIN HOMEPAGE

# Delete Overdue Flows

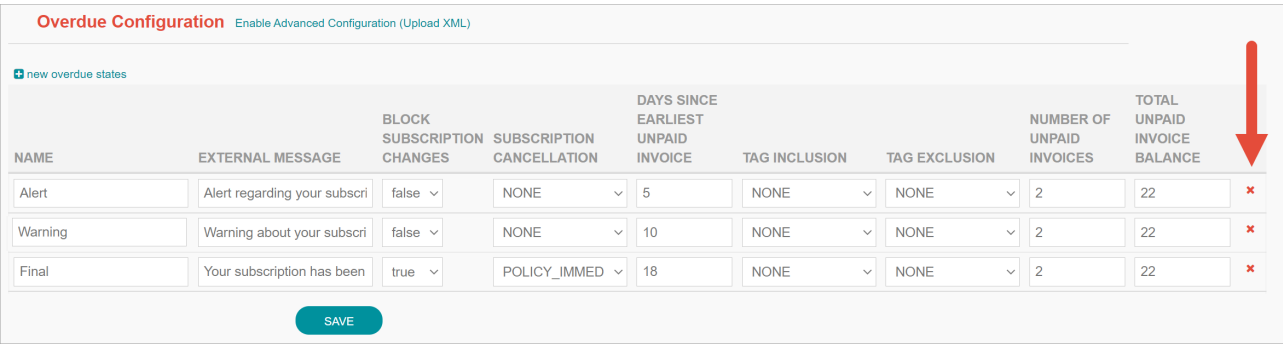
1. Go to the [Overdue Show](#) tab on the Tenant Configuration page.



2. Click the plus sign (  ) next to **Existing Overdue Config**.

Kaui opens the Overdue Configuration screen.

3. Click the red X (  ) to the right of every configuration row you want to delete.



4. Click the **Save** button.

Kaui removes the overdue configuration row(s) from the Overdue Show tab and displays a successful deletion message.

THIS ALSO DOESN'T WORK FOR ME. I'M ASSUMING YOU GET A CONFIRMATION MESSAGE THAT THE DELETE WORKED.