Deposit, Withdrawal and Pay Debt

Every user has a **balance** (wallet) and can have a **debt**. These actions are in the Users List **Actions** menu and on the user's Overview.

Deposit

Moves money from **your manager balance** to the **user's balance**. The user can then pay activations or extensions with *User Balance*, or by auto-renew. Enter the **Amount** and an optional **Comment**.

- Your balance (plus your debt limit) must cover the amount, otherwise you get *Insufficient Balance*.

Required permission: Users - Deposit Money

Withdrawal

Moves money from the **user's balance** back to **your manager balance**. You can't withdraw more than the user's balance.

Required permission: Users - Withdraw Money

Debts and Pay Debt

A user gets a **debt** when:

- you activate the user with **Money Collected** OFF (the debt is the User Price), or
- a user invoice is marked as unpaid.

The debt is shown in the **Debts** column of the Users List. When the subscriber pays you, use **Pay Debt**: enter the **Amount** received and a comment. The window shows the user's total debt and the

debt owed to you. You can only pay off debt owed to **you**.

> Pay Debt only records that you received the money. It does not change your manager balance or the user's balance.

> **Debt Days** are different: they are service days given by a debitable extension and are deducted from the next activation. See Extend Service.

Revision #4
Created 2026-11-05 09:40:14 UTC by Admin
Updated 2026-11-07 20:28:47 UTC by Admin