



Credit Limit Error

Fusion Connect Client Portal

Resources

Watch a Video:

[Credit Limit Error](#)

More Resources:

See a complete list of Fusion Connect Client Portal self-support documents here:

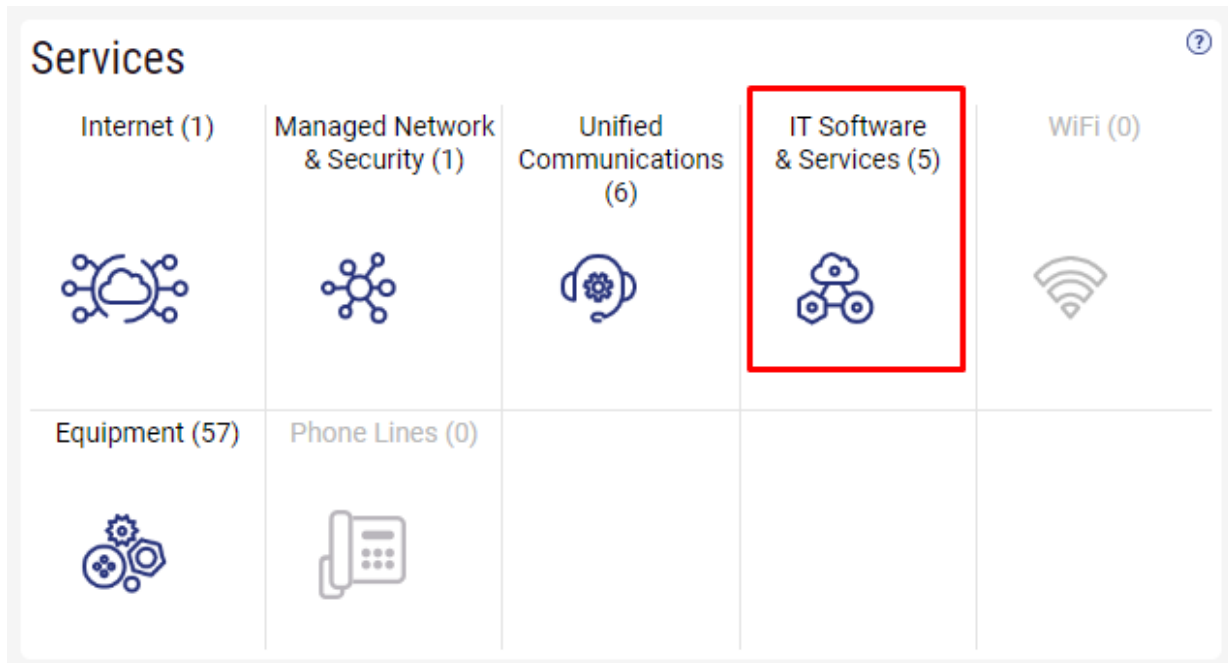
<https://www.fusionconnect.com/support/ms-teams-support>

Credit Limit Error...

The Services Tile displays a list of the services that Fusion Connect offers. Services you currently subscribe to will appear in bold with the number of sites you have in parentheses next to the service type.

Note: Services you do not currently subscribe to will appear in grey.

For Microsoft Services, click on your *IT Software & Services* section:



This will open a new Tab within your Portal listing your Site(s) and their service(s). Choose the site/service by clicking the Kabob icon and choose "Manage Services":

The screenshot shows the Fusion Connect interface. At the top, there is a search bar and navigation tabs for 'Sample Company Customer Overview' and 'Sample Company Customer Services'. Below this, there are service category tabs: 'Internet', 'Managed Network & Security', 'Unified Communications', and 'IT Software & Services'. A filter section shows 'Sites' selected with '1 sites' and a search box containing 'Sample Company'. A dropdown menu is open for 'Sample Company', showing options: 'Sample Company', 'Manage Services', and 'Create Ticket'. The 'Manage Services' option is highlighted with a red box.

In the Services section, you will see a list of your existing products/licenses. If you wish to add additional quantities of a product, select a specific Product/License by clicking its “pop-out window” icon:

Services for Sample Company Provider (samplecompany.something.com)

Service [dropdown] [clear]

Service	Billing Type	Billed	Term	Unit Price	Quantity	Total	Effective	Term End	Auto Renew
Azure Plan	Usage	Annual	Monthly						
 Microsoft 365 E3	License	Monthly	Monthly	43.20	1	43.20	03/18/2024	04/18/2024	✓
 Microsoft 365 E5	License	Annual	Annual	684.00	1	684.00	03/18/2024	03/18/2025	✓

Once in your specific Product/License portal tab, you can change quantities by clicking the “Change Quantity” button.

Service: Microsoft 365 E5 Unit Price: 684.00

Billed: Annual Quantity: 1

Term: Annual Total: 684.00

Effective: 03/18/2024


Term End: 03/18/2025

Auto Renew:

Change Quantity

[Open Ticket Requesting Credit Review/Increase](#)

[Open Ticket Reporting License Problem](#)

[Edit](#) 

If your requested increased amount of Product will cost more than your Credit Limit allows, you will receive the below error message stating how much over you are over your Credit Limit:

Change Quantity of Microsoft 365 E5

Current Quantity	<input type="text" value="1"/>
New Quantity *	<input type="text" value="2"/> <small>This order is \$3,459.20 more than your available credit. Please open a ticket requesting a credit increase.</small>
Change Effective *	<input type="text" value="Immediately"/>
Order Reference	<input type="text"/>

When clicking "Cancel", you can request for a Credit Limit Increase by clicking "**Open Ticket Requesting Credit Review/Increase**".

Service	<input type="text" value="Microsoft 365 E5"/>	Unit Price	<input type="text" value="684.00"/>
Billed	<input type="text" value="Annual"/>	Quantity	<input type="text" value="1"/>
Term	<input type="text" value="Annual"/>	Total	<input type="text" value="684.00"/>
Effective	<input type="text" value="03/18/2024"/>		
Term End	<input type="text" value="03/18/2025"/>		
Auto Renew	<input checked="" type="checkbox"/>		

Change Quantity