

## SmartBilling FAQ (Frequently Asked Questions) page

[Home](#)

- How do **consolidated customers** work?
- How do I **change a Subscriber's Service Address?**
- Explain how **Invoice Runs** are divided into **Categories** and how to download them.
- How do I **send bulk e-mails to groups of customers?** (e.g. Overdue balance notices)
- What does the **Invoice 'Regenerate' Action button** do?
- How do I **Close an Open Dispute?**
- How do I **Move Subscriptions from one Customer to another?**
- Why am I getting **Subscriber not found errors** in my usage import and how do I fix the problem?
- I have a customer who was billed this month on one plan, but I want to switch them to another plan. **When should I close the current subscription?**
- **I posted an invoice by mistake, what do I do?**

[Home](#)