

1. Organisation/Account Profile

Using the **Profile** section, you can manage your organisation account profile on Apiculus Cloud. The profile management section can be accessed from the **Account Centre** in the top helper bar by clicking on the organisation.. Account profiles include the following:

Details - These are the basic demographic details of your organisation. All editable fields can be updated at any time.

The screenshot shows the 'Organisation Profile' page for 'Reekesh Byanjankar' (Organisation ID: DPC-R39). The page is part of the 'Close Account Centre' interface. On the left, there is a sidebar with navigation links: Support & tickets, ACCOUNT (Organisation, Team, Account Policies), BILLING (Subscriptions & Services, Wallet & Transactions, Unbilled Charges, Proformas & Credit Notes, Usage Feed), and DOCUMENTS. The main content area is titled 'Organisation Profile' and contains a form with the following fields: Organisation (Reekesh Byanjankar), Primary Contact (Reekesh Byanjankar), Primary Email (cloud@saasidangel.com.np), Primary Mobile (Nepal +977 9849558632), Organisation Address (Jawalakhet), and Country (Nepal). A 'VERIFIED' badge is visible in the top right corner of the form area.

Billing Information - These are the billing details of your organisation, such as billing address, taxation ID, etc.

The screenshot shows the 'Billing Information' page for 'Reekesh Byanjankar' (Organisation ID: DPC-R39). The page is part of the 'Close Account Centre' interface. On the left, there is a sidebar with navigation links: Support & tickets, ACCOUNT (Organisation, Team, Account Policies), BILLING (Subscriptions & Services, Wallet & Transactions, Unbilled Charges, Proformas & Credit Notes, Usage Feed), and DOCUMENTS. The main content area is titled 'Billing Information' and contains a form with the following fields: Billing Contact (Reekesh Byanjankar), Billing Email (reekesh.byanjankar@worldlink.com.np), Billing Mobile (Nepal +977 9849558632), Billing Address (Jawalakhet), and Billing Country (Nepal). A 'VERIFIED' badge is visible in the top right corner of the form area.

Technical Contact - These are the details for billing and technical contacts of your organisation.

- **NOTE:** These contacts are not child users and do not receive login credentials

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DANFE CLOUD Close Account Centre

Support & tickets

ACCOUNT

- Organisation
- Team
- Account Policies

BILLING

- Subscriptions & Services
- Wallet & Transactions
- Unbilled Charges
- Proformas & Credit Notes
- Usage Feed

DOCUMENTS

Organisation ID: DPC-R39
Reekesh Byanjankar VERIFIED

Organisation Profile

Billing Information

Technical Contact

KYC Documents

Relationship Personnel

API Keys

Technical Contact

☐ Use Primary Contact from Organisation Profile

Technical Contact

Reekesh Byanjankar

Technical Email

reekesh.byanjankar@worldlink.com.np

Technical Mobile

Nepal +977 9849558632

UPDATE PROFILE

KYC Documents - This section can be used to upload various organisational documents, e.g., company registration information, taxation ID documents, proofs of address, etc.

- NOTE: Apiculus might require these documents to allow continued usage of the cloud services.

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DANFE CLOUD Close Account Centre

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Organisation ID: DPC-R39
Reekesh Byanjankar VERIFIED

Organisation Profile

Billing Information

Technical Contact

KYC Documents

Relationship Personnel

API Keys

KYC Documents

DANFE CLOUD requires your Organisation or Individual identity to be Verified before you can make any purchases. You can use this section to upload and manage your identity documentation, which may be required to allow you to use certain features on DANFE CLOUD. Uploaded documents will be verified manually and you'll be notified.

ADD DOCUMENT

DOCUMENT NAME	CATEGORY	STATUS	
photo	Other	Approved	Download Delete
TEST	Other	Approved	Download Delete

Showing 15 Items per Page

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Relationship Personnel - This section will show the point of contact details that have been assigned to your account by the service provider. For instance, main Marketing team assigned to your account subscription

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DANFE CLOUD Close Account Centre

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DOCUMENTS

Organisation ID: DPC-R39
Reekesh Byanjankar VERIFIED

Organisation Profile

Billing Information

Technical Contact

KYC Documents

Relationship Personnel

API Keys

Points Of Contact And Relationship Personnel

Primary Point Of Contact

Name

Reekesh

Title

Assistant System Administrator

Email

reekesh.byanjankar@worldlink.com.np

Phone

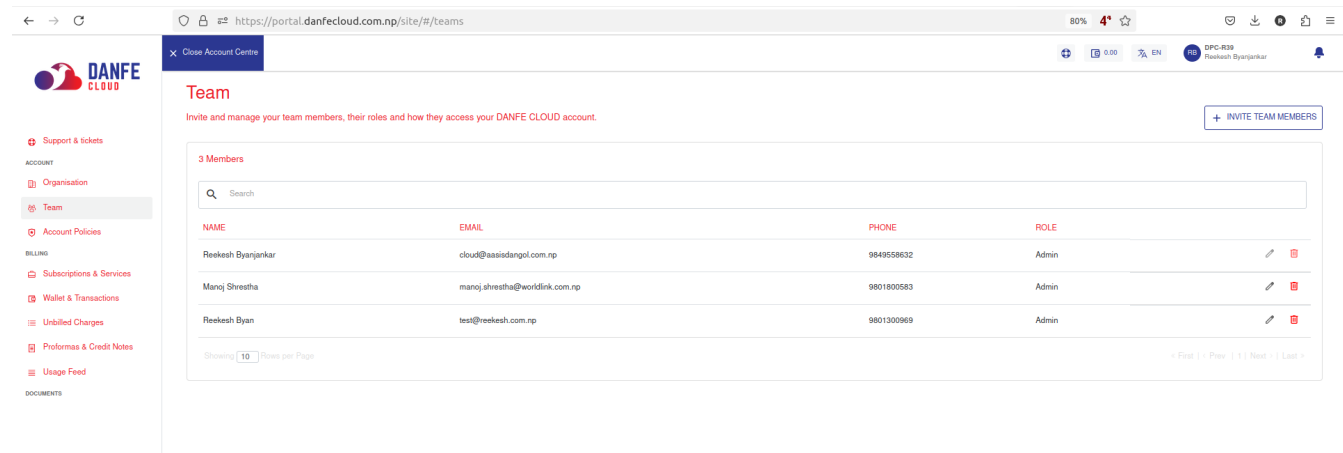
9801300969

Secondary Point Of Contact

Your account has not been assigned a secondary point of contact.

2. Team and Child User Management

Team members or child users can be onboarded using the **TEAM** section from the Account Centre. Danfe Cloud allows you to add billing, technical, or other admin users who can log in to your account and perform operations.

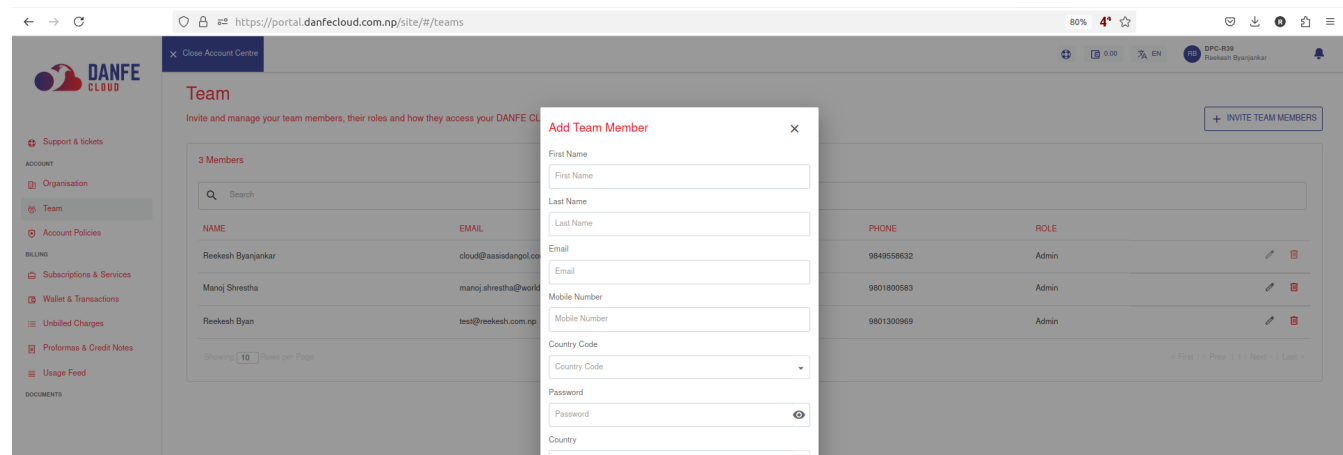


The screenshot shows the 'Team' management interface in the Danfe Cloud Account Centre. The page title is 'Team' with a subtitle 'Invite and manage your team members, their roles and how they access your DANFE CLOUD account.' A '+ INVITE TEAM MEMBERS' button is located in the top right corner. Below the header, there is a search bar and a table listing 3 members. The table has columns for NAME, EMAIL, PHONE, and ROLE. The members listed are Reekesh Byanjankar, Manoj Shrestha, and Reekesh Byan, all with the role of Admin. A pagination bar at the bottom indicates 'Showing 10 Rows per Page' and navigation links for 'First', 'Prev', 'Next', and 'Last'.

NAME	EMAIL	PHONE	ROLE
Reekesh Byanjankar	cloud@saasidangol.com.np	9849558632	Admin
Manoj Shrestha	manoj.shrestha@worldlink.com.np	9801800583	Admin
Reekesh Byan	test@reekesh.com.np	9801300969	Admin

To add a child user, click the **+INVITE TEAM MEMBERS** button on the top right. This will open up a dialog box with the following information requirements:

- **User Details** - name, email, country, phone number, etc., for the child user.
- **Password** - set a strong password to begin with.
- **NOTE:** The child user can reset the password from the Danfe Cloud Console.
- **Group** - the role of the child user. These can be:
 - **Admin** - gets access to all functionalities.
 - **Billing** - gets permissions to perform billing actions and read-only for other actions.
 - **Technical** - gets permissions to perform technical actions and read-only for other actions.



The screenshot shows the 'Team' management interface with the '+ INVITE TEAM MEMBERS' button clicked. A modal dialog box titled 'Add Team Member' is open, overlaying the team list. The dialog box contains the following fields: First Name, Last Name, Email, Mobile Number, Country Code (a dropdown menu), Password (with a toggle for visibility), and Country. The background team list is dimmed.

The child user receives an email notification when their account is created. They can then login and use the **Danfe Cloud Console** based on their assigned role.

NOTE: The first/default user will supersede all other admin users, which means that while admin users can edit or remove other users, only the default user can delete other admin users.

3. Subscriptions and Services

A subscription is a record created whenever a new resource is purchased or a service is activated. In other words, a subscription is a financial 'agreement' that links the item that has been purchased, its value, and its renewal frequency.

Subscriptions have the following characteristics:

- By default, all subscriptions are set to renew automatically at the end of their billing durations.
- By default, all subscriptions are set to prorate on entry as well as on exit. This means that subscriptions created or deleted in the middle of a billing cycle will be charged only for the applicable period, not the entire billing month.
- Subscriptions can be canceled (or deactivated) at any time. However, while canceling, you'll have the option to delete the subscription immediately (instant deletion) or just cancel the automatic renewal (scheduled deletion).

Danfe Cloud supports the following types of subscriptions:

- **Fixed Recurring** - These have a fixed charge for a fixed period and are automatically renewed with the same fixed charges.
- **Usage-based** - These are metered (mostly) in an hourly fashion and are billed on the number of usage hours.
- **Fixed Non-Recurring** - These have a fixed one-time charge and do not require renewal.

Subscriptions can be accessed by navigating to the **Billing > Subscriptions & Services** in the main navigation panel of the **Account Centre**. This section shows the following information:

1. **Inactive Subscriptions** - a tabulated list of all subscriptions that were active in the past. This includes all removed subscriptions.
2. **Scheduled for Deletion** - a tabulated list of all subscriptions that are set not to renew automatically.

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DOCUMENTS

Subscriptions

[Active Subscriptions](#)
[Inactive Subscriptions](#)
[Scheduled For Deletion](#)
[Enabled Services](#)
[Open Requests](#)
[Completed Requests](#)

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Subscription ID	Purchased On	Detail	Order	Rate (NPR)	Interval
1041	2025-04-02	IP Address - 1 Public IP Address for VPC	-	NPR 0.0000	MONTHLY
1040	2025-04-02	4c16 with UBUNTU Ubuntu v 22.04 LTS 64bit - Compute Collection DPC-4C16R 4 vCPU, 16 GB of RAM OS Collection DPC-Ubuntu v 22.04 LTS 64bit Root Disk Collection DPC-RD50 50 GB	-	NPR 0.0000	MONTHLY
1026	2025-02-16	DNS Management - Zone File for DNS Management	-	NPR 0.0000	MONTHLY
786	2024-09-30	IP Address - 1 Public IP Address for VPC	-	NPR 0.0000	HOURLY
784	2024-09-30	2C2 with pfSense 2 - 2 vCPU Cores 2GB RAM 50GB Bundled Storage PFSENSE Zone 1	-	NPR 0.0000	HOURLY
761	2024-09-27	IP Address - 1 Public IP Address for VPC	-	NPR 0.0000	MONTHLY
758	2024-09-27	2c2 with Citrix 20.04 - NetScaler 1.2.3 VPX with 20GB Bundled Storage Unsubscribe	-	NPR 0.0000	MONTHLY
516	2024-06-28	VR1 - 2 core CPU 10000 Mbps Throughput 2 GB RAM Unlimited DT	-	NPR 0.0000	MONTHLY
491	2024-06-19	North-South Traffic -	-	NPR 0.0000	HOURLY
490	2024-06-19	Snapshots & Templates -	-	NPR 0.0000	HOURLY

Showing 10


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4. Unbilled Charges

All subscriptions incur prorated charges during an account's billing cycle. These charges, also known as unbilled charges, can be accessed from **Billing > Unbilled Charges** in the main navigation panel.

- Unbilled charges for fixed subscriptions (recurring or non-recurring) are prorated daily by default.
- Unbilled charges for **usage-based subscriptions** reflect the actual charges incurred up to the last hour.



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Close Account Centre

Unbilled Charges

Fixed Charges Usage Charges

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Subs No.	Description	From	To	Charges (NPR)
516		2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
516	Data Transfer Usage Charges	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
516	1 Public IP Address	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
702	1 Public IP Address for VPC	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
756	Compute Collection DPC-2C2R 2C CPU 2GB RAM	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
756	20 GB Instance Root Disk Bundled Storage	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
756	NetScaler 1.2.3 VPX with 20GB Bundled Storage	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
756	Compute Collection DPC-2C2R 2C CPU 2GB RAM	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
761	1 Public IP Address for VPC	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000
989	1 Public IP Address for VPC	2025-04-01 00:00:00	2025-04-30 23:59:59	NPR 0.0000

Showing 10 Rows per Page

< First

< Prev

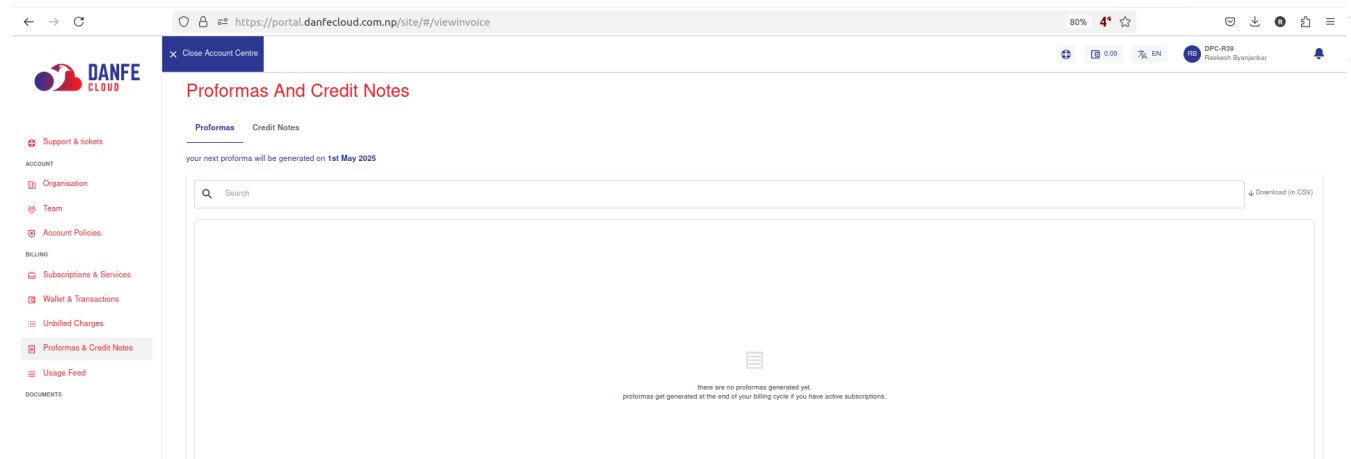
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5. Proformas and Credit Notes

Invoices are generated at the end of each billing cycle for the services consumed during the billing cycle. Invoices can be accessed from the **Billing > Invoices & Credit Notes** section on the main navigation panel.



If Apiculus Cloud takes online payments, then payments against individual invoices can be made by clicking on the wallet/payment icon next to the invoice. Doing so will navigate to the payment gateway page, where you can use any of the supported modes of payment.

Note :Apiculus Cloud does not store any card or bank account information, and the payment gateway provider handles it solely.

6. Wallet and Transactions

For all practical purposes, the service balance acts as your wallet balance or purchase capacity at any given point of time. The service balance is an aggregation of your credit limit, total payments made, and the total charges incurred on your account. Your service balance is always displayed on the top bar and gets updated in real-time when a transaction or a charge is recorded.

The service balance and transactions listing on the main navigation panel can also be accessed from the **Billing > Wallet & Transactions** section. This section lists all the transactions that have been made towards your service balance, along with providing a means to add money to your wallet.

The screenshot shows the 'Wallet & Transactions' section of the Danfe Cloud portal. The page is titled 'Service Balance' and displays the current balance as NPR 0.00. Below this, there is a section for 'Transactions' with a search bar and a 'Filters' button. The transactions list is currently empty, showing 'found no results'.

Service Balance

Current Balance: NPR 0.00
Credit Limit: NPR 8.89

Enter amount to pay
[I Have A Coupon Code](#) [PAY NOW](#)

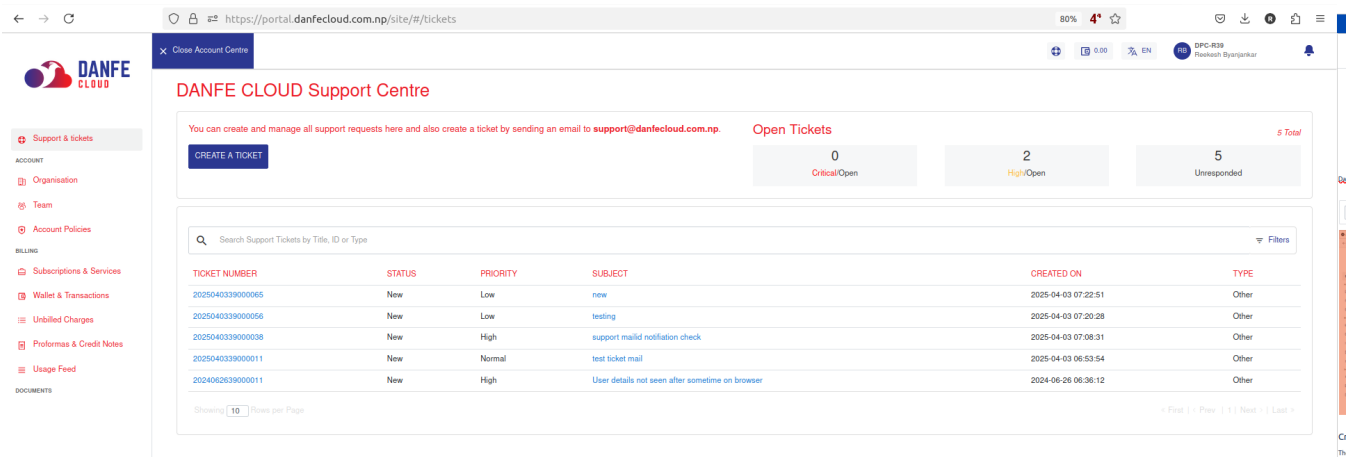
Transactions

Search using Order ID or Narration [Filters](#) [Download \(in CSV\)](#)

found no results

8. Support and Tickets

Danfe Cloud provides SLA-driven support to all subscriber customers in accordance with the terms and conditions outlined in the Service Level Agreement. To access the SLA, navigate to the User icon in the top helper bar and select Account under Account Centre.



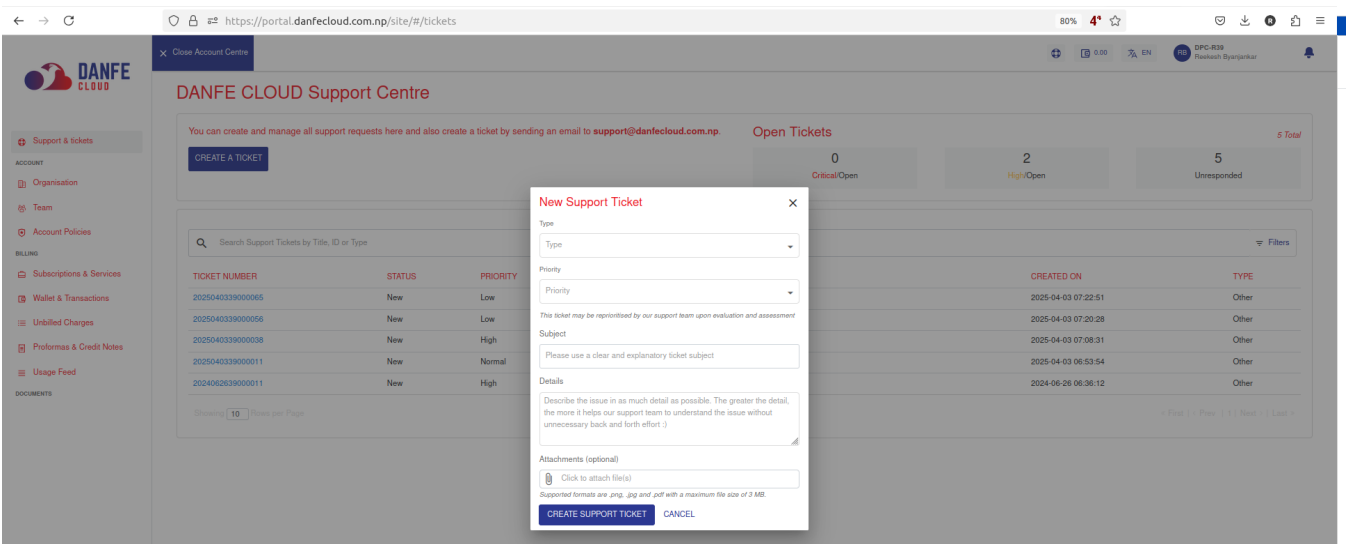
Creating a Support Ticket

The Danfe Cloud Console has a ticketing section that can be accessed by clicking on **Support & Tickets** in the main navigation panel of the Account Centre. The tickets section shows a list of all the tickets in your account and lets you filter the view based on ticket priority and ticket status.

To open the ticket creation dialog box, click the **CREATE A TICKET** button in the left corner. Ticket creation follows the single-form interaction paradigm where all the relevant information is captured intelligently in one place to create the ticket. The ticket creation dialog will show the following options:

- **Type:** This is a high-level classification in terms of Account, Billing, Technical, or another issue.
 - **Priority:** You can choose a priority level for your ticket: Very Low, Low, Normal, High, or Critical.
 - **Subject:** Based on the type provide a relevant subject to your ticket that pinpoint exactly which item you're having an issue with.
 - **Details:** You should provide as much information as possible for Danfe's support agents to be able to diagnose your issue better.
 - **Attachments:** Optionally, you can also attach a .png, .jpg, or .pdf file as an attachment.
- note

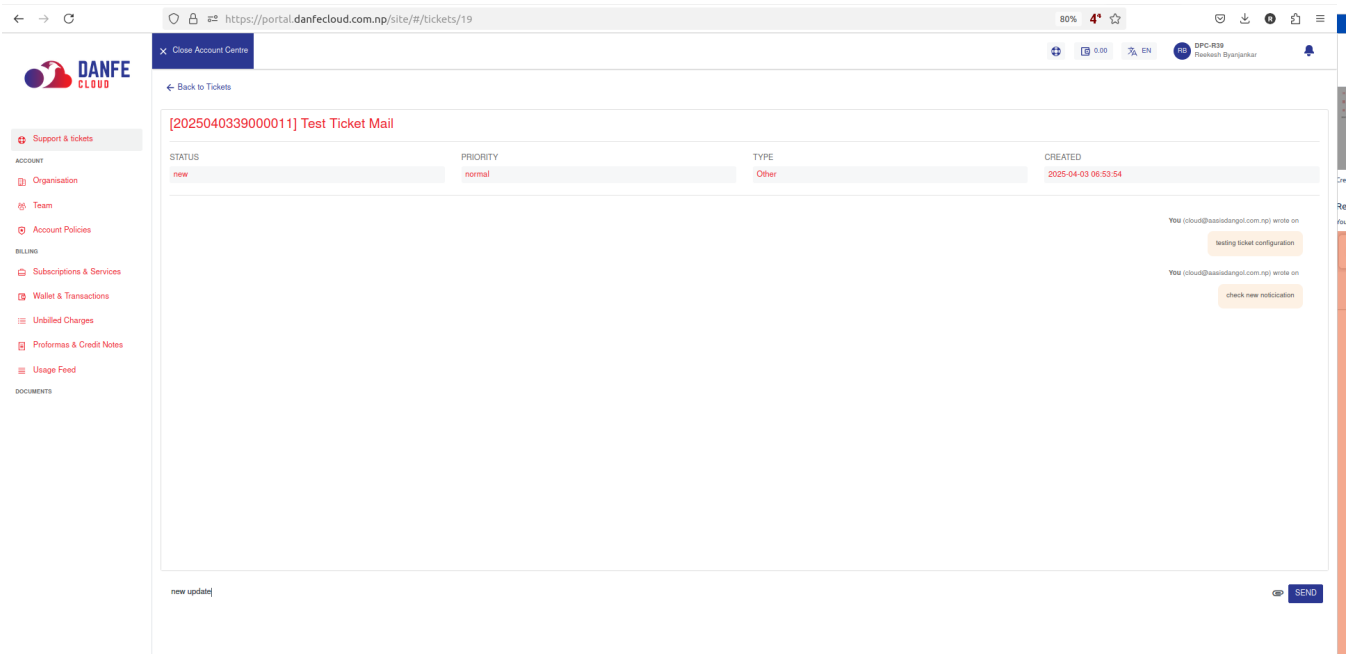
The size limit on ticket attachments is 3 MB.



Creating a ticket will send you a notification email and another email with ticket information that can be used to track and communicate with the support agent(s). Both emails will be received at your email address on record.

Replying to an Agent

You may reply to the assigned support agent from the ticket interface by using the message box at the bottom of the ticket. Ticket replies also support uploading attachments.



Alternatively, you can reply to the email that you received with the ticket information or the latest reply from the support agent. Email replies will also show up in the ticket details section on Danfe Cloud Console.

Ticket Classifiers

Please refer to the following table for a quick reference on ticket classifiers:

Type	Sub-type	Item
Billing	Transactions	List of transactions to choose from
	Invoices	List of invoices to choose from
	Statements	List of statements to choose from
	Other	-
Technical	Virtual Machines	List of VMs to choose from
	Virtual Private Clouds	List of VPCs to choose from
	Disks	List of root and addon volumes to choose from
	Other	-
Account	Active Subscriptions	List of active subscriptions to choose from
	Inactive Subscriptions	List of inactive subscriptions to choose from
	Users	List of child users to choose from
	Other	-
Other	-	-