

Setting Overage Alerts

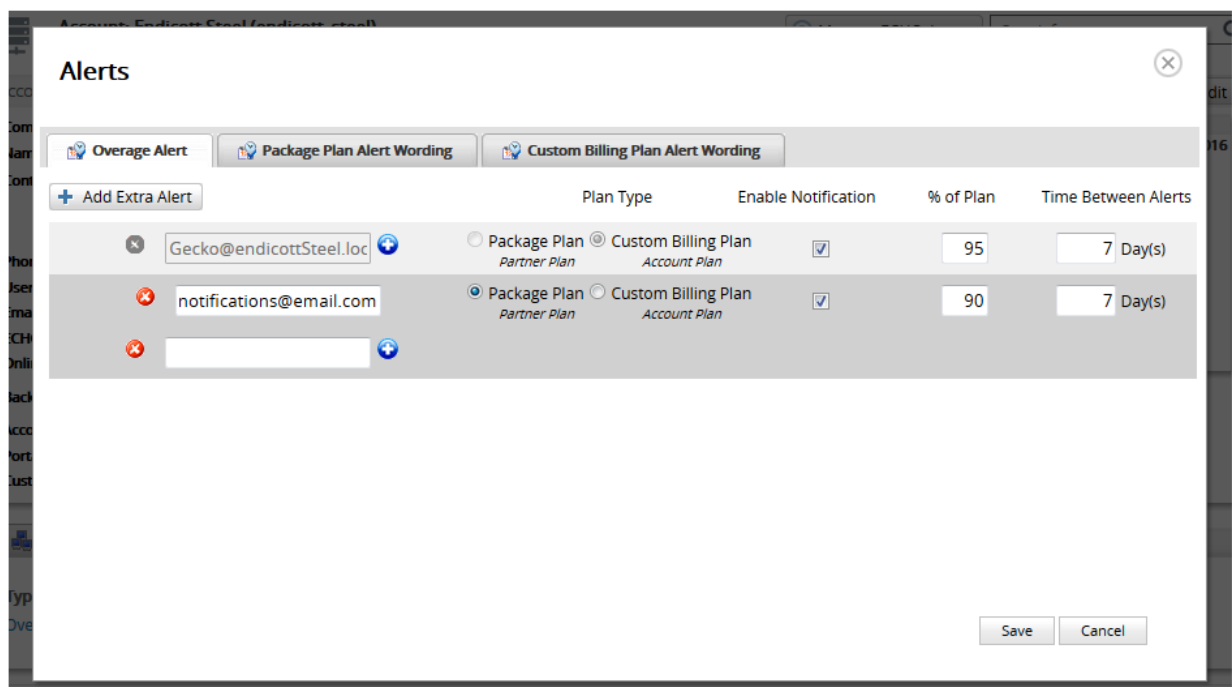
<https://campus.barracuda.com/doc/93196688/>

Overage alerts can provide you with warning if your clients' data usage approaches either the package plan or billing plan limit. This can help you and your clients avoid incurring overage costs and keep your usage in check. This article will describe the process for enabling overage alerts.

Configuring Overage Alerts

Overage alerts can be created on a per-client basis but not for individual computer accounts. They are linked to either package plans or billing plans, both of which apply to entire client accounts. To enable an overage alert for a specific client, follow these directions:

1. Log into the [management portal](#) and go to the client account to which you will add the overage alert.
2. Go to the **Alerts** tab and click on the link for **Overusage Alerts**.



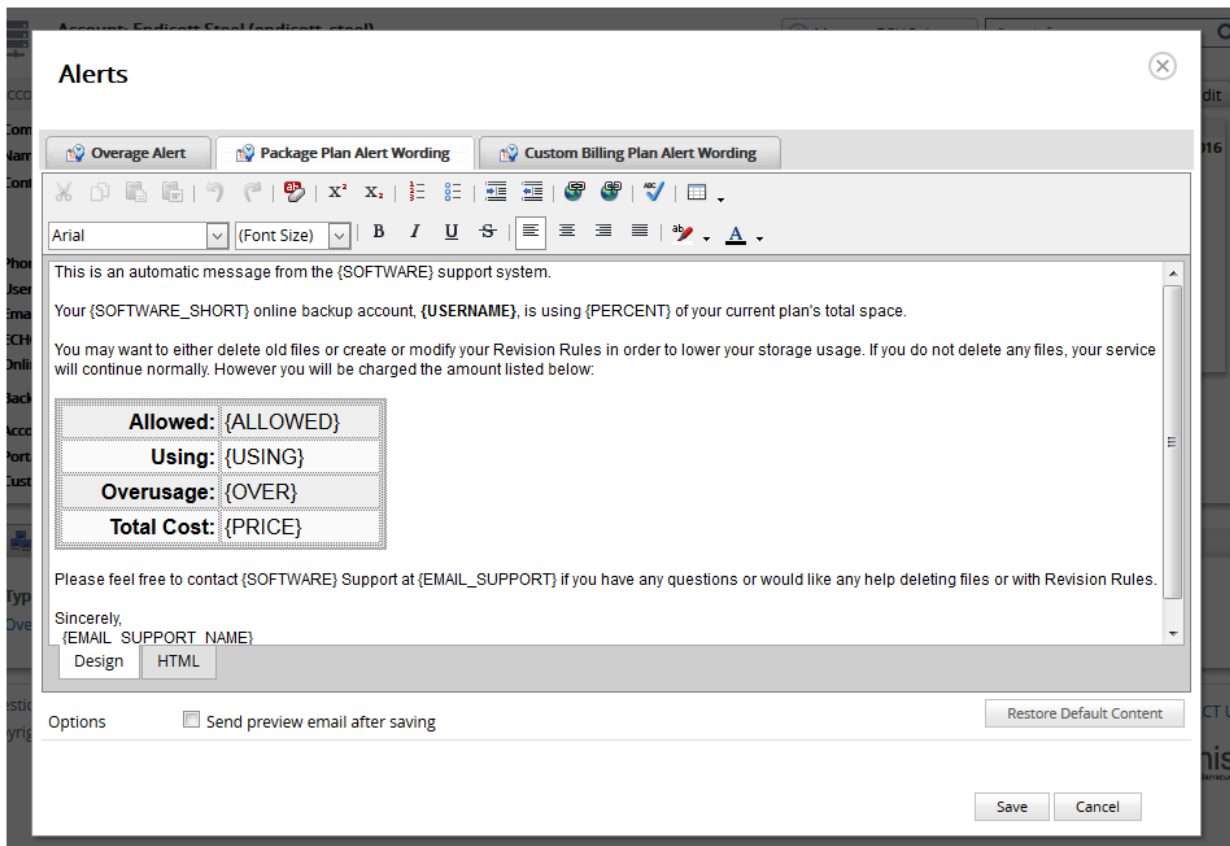
	Plan Type	Enable Notification	% of Plan	Time Between Alerts
<input type="radio"/> Package Plan <i>Partner Plan</i>	<input checked="" type="radio"/> Custom Billing Plan <i>Account Plan</i>	<input checked="" type="checkbox"/>	95	7 Day(s)
<input checked="" type="radio"/> Package Plan <i>Partner Plan</i>	<input type="radio"/> Custom Billing Plan <i>Account Plan</i>	<input checked="" type="checkbox"/>	90	7 Day(s)

3. Under the **Overage Alert** tab, add the emails you want to receive overage alerts. The email address listed in the client account's contact information will already have its own overage alert tied to the custom billing plan. Add new overage alerts by clicking on the **Add Extra Alert** button or add additional emails to an existing rule using the blue plus sign. When adding a new overage alert, you can pick whether the rule is tied to the account's package plan or billing plan, what percent of plan will trigger an alert and how often the alert

will be sent. To enable a notification, make sure the box under **Enable Notification** is checked.


If a client account's package plan does not have a defined limit (an unlimited plan) you will only see the option to tie the alert to the custom billing plan.

- After specifying which email addresses will receive alerts and how those alerts will be triggered, you can customize the contents of the overage alert email. You can edit the emails for their respective alerts by going to the **Package Plan Alert Wording** and **Custom Billing Plan Alert Wording** tabs.



Alerts

Overage Alert | Package Plan Alert Wording | Custom Billing Plan Alert Wording

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This is an automatic message from the {SOFTWARE} support system.

Your {SOFTWARE_SHORT} online backup account, {USERNAME}, is using {PERCENT} of your current plan's total space.

You may want to either delete old files or create or modify your Revision Rules in order to lower your storage usage. If you do not delete any files, your service will continue normally. However you will be charged the amount listed below:

Allowed:	{ALLOWED}
Using:	{USING}
Overusage:	{OVER}
Total Cost:	{PRICE}

Please feel free to contact {SOFTWARE} Support at {EMAIL_SUPPORT} if you have any questions or would like any help deleting files or with Revision Rules.

Sincerely,
{EMAIL_SUPPORT_NAME}

Design HTML

Options ☐ Send preview email after saving Restore Default Content

Save Cancel

- Click **Save** at the bottom to save any changes you made to the overage alerts.

Figures

1. overagealerts1.png
2. overagealerts2.png

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