



Prepaid Alert Guide

.dk

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Introduction

This is a guide to set up account alerts, in order to get notifications when your account balance falls below a specified amount.

- Your account at Punktum dk is a prepaid account and must therefore always have credit.
- It will **no longer be possible to register new domain names** if there is no credit in your account.

Account in credit

- You set your own alerts in your registrar portal.
- You get a notification when the current balance on your account has fallen below the amount you have set.
- The notifications will be sent to the email address you have chosen in the registrar portal under contact information for the registrar account.
- Punktum dk will always send a notification if your account is DKK 0,- or below.

Example:

- Notification at DKK 100.000,-
- Notification at DKK 10.000,-
- Critical notification at DKK 0,- is set by Punktum dk on all accounts

How to set up account alerts

Go to the Registrar portal <https://registrar-portal.punktum.dk/account>

1. Log in

- The portal user must have the **Payer** role.
- You should land at the **ACCOUNT** page
 - if this is not the case, and there is no ACCOUNT link in the main menu, you do not have **Payer** rights.

2. then choose **Edit account alerts**

User information

Name:

Email: ⓘ

Password:

2FA: Disabled ⓘ

Role(s): Administrator ⓘ
 Registrar
 Registrant
 Proxy
 Payer
 Name server manager

WHOIS SEARCH **ACCOUNT** PORTFOLIO WRITE TO US

FORECAST INCENTIVE AGREEMENT ACCOUNT TRANSACTIONS ARCHIVED TRANSACTIONS INVOICE ARCHIVE

Forecast

Expected balance in your portfolio based on the total number of domains set to expire for renewals, and new registrations based on the same month the year before.

The forecast is updated daily and the "Account status" data is realtime, therefore discrepancies can occur.

	nov 22	dec 22	jan 23	feb 23	mar 23	apr 23	may 23	jun 23	jul 23	aug 23	sep 23	oct 23	nov 23	dec 23
Expected renewals														
Expected registrations														
Registrar fee														
Cost														
Balance														
Expected balance														

*All amounts are specified in DKK, ultimo ex. VAT

Account status

Account	1234567
Handle	REG-123456
Balance	DKK 1234.56

Account alerts

Notify if below	DKK 0.00 DKK 10,000.00 DKK 100,000.00
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Payment information

FIK code:
+71<0000000000000000+123456789<

Manage

[Add funds](#)

[Edit account alerts](#) ←

How to set up account alerts - continued

3. set one or two alerts
 - Set an amount for each alert to receive a notification when your balance goes below.
4. SAVE

To edit alerts, repeat steps 2 – 4.

Account alerts

Here you can manage your account alerts.

Low balance notifications

Note! You will always get an alert if your balance goes negative.

Alert 1
Amount ←

Alert 2

[BACK](#) → [SAVE](#)

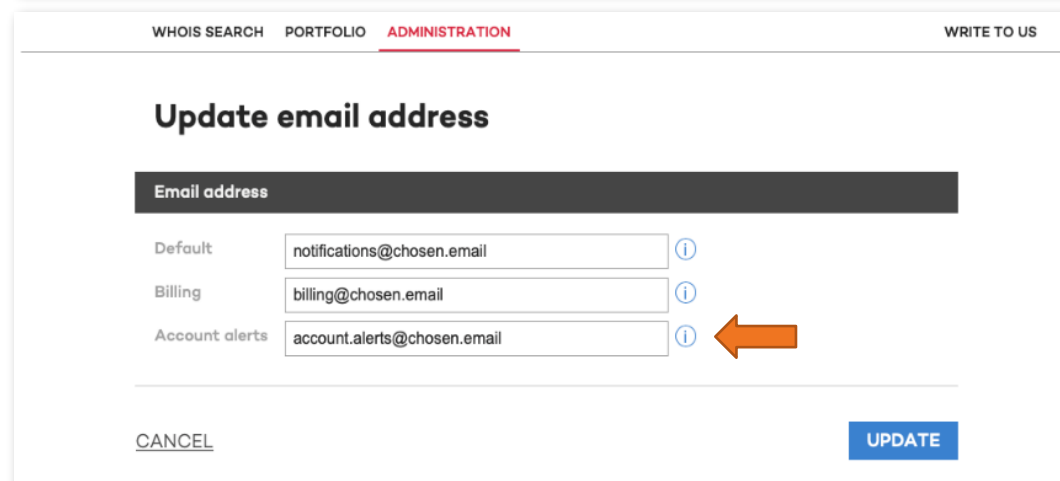
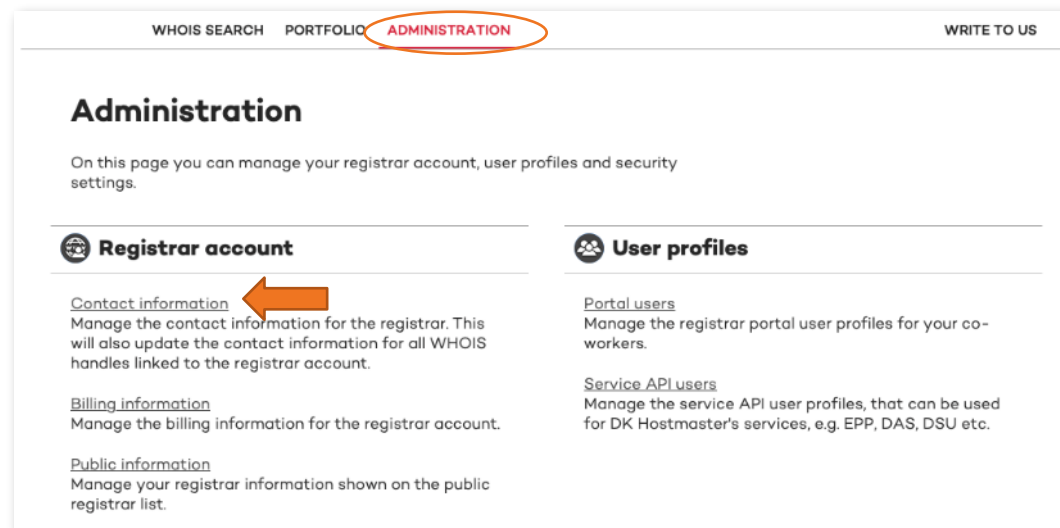
Set alerts for your account balance. You will be notified by email (bogholderi@dk-hostmaster.dk) if your account balance is under the given amount. Amount given is in DKK.

Who can update the e-mail address for account alerts?

A portal user with the **Administrator role** can change the e-mail address for receiver of the notifications.

How to change email addresses

1. Go to **ADMINISTRATION**,
2. then choose **Contact information**,
3. click **Edit** for the **Email addresses** section, and **update** the email for **Account alerts**.



Additional information



How to pay?

- The registrar account is a prepaid account.
- You will be able to top up your account via your bank or online via the portal with a credit card.
- A portal user with billing rights can "top up" the account via the portal.
- Danish registrars can make a payment with a FIK code that is available in the portal.
- International registrars can make a payment with to a SWIFT/IBAN number that is available in the portal.

Where to find invoices?

Invoices, credit notes and invoice specifications can be found in the **invoice archive**, and portal users with the **Payer role** has access.

Invoice specifications

- An invoice specification/collective invoice is generated at the beginning of each month, corresponding to the registrar's expenditure during the previous month.

The screenshot displays the 'Invoice archive' page in the .dk registrar portal. The page header includes the .dk logo, 'registrar portal', and a 'LOG OUT' button. The user is identified as 'Administrator' with email 'registrar@portal.dk' and a 'MY PROFILE' link. The main navigation bar contains 'WHOIS SEARCH', 'ACCOUNT' (highlighted), 'PORTFOLIO', and 'ADMINISTRATION'. A secondary navigation bar includes 'FORECAST', 'INCENTIVE AGREEMENT', 'ACCOUNT TRANSACTIONS', 'ARCHIVED TRANSACTIONS', and 'INVOICE ARCHIVE' (highlighted). The page title is 'Invoice archive' with the subtitle 'Here you can see and download your archived invoices.' Below this, there is a search filter for 'Account no.' set to '123456 (REG-123456)'. The date range is 'Start date: 01-01-2022' and 'End date: 2022-12-12', with a 'Download All' button. A table lists the following invoices:

Date	Transaction	Download
04-05-2022	Invoice 1234567	PDF
15-03-2022	Invoice 1234566	PDF
11-03-2022	Invoice 1234565	PDF
03-03-2022	Invoice 1234564	PDF
23-02-2022	Invoice 1234563	PDF
13-01-2022	Invoice 1234562	PDF
12-01-2022	Invoice 1234561	PDF

On the right side, there are two summary boxes: 'Account status' showing 'Account: 123456', 'Handle: REG-123456', and 'Balance: DKK 1234.56'; and 'Account alerts' showing 'Notify if below: DKK 0.00' and 'DKK 1000.00'. A 'Payment information' section is partially visible at the bottom.

Where to find invoices? - continued

Download invoices

- Choose **ACCOUNT**,
- then to **Invoice Archive**

The screenshot shows the 'Invoice archive' page in the .dk registrar portal. The user is logged in as Administrator (registrat@portal.dk). The navigation menu includes WHOIS SEARCH, ACCOUNT (selected), PORTFOLIO, and ADMINISTRATION. Below the navigation, there are links for FORECAST, INCENTIVE AGREEMENT, ACCOUNT TRANSACTIONS, ARCHIVED TRANSACTIONS, and INVOICE ARCHIVE (selected). The main content area is titled 'Invoice archive' and contains a description: 'Here you can see and download your archived invoices.' There is a search filter for 'Account no.' with the value '123456 (REG-123456)'. Below this, there are fields for 'Start date' (01-01-2022) and 'End date' (2022-12-12), along with a 'Download All' button. A table lists the invoices:

Date	Transaction	Download
04-05-2022	Invoice 1234567	PDF
15-03-2022	Invoice 1234566	PDF
11-03-2022	Invoice 1234565	PDF

On the right side, there is an 'Account status' box showing: Account: 123456, Handle: REG-123456, Balance: DKK 1234.56. Below that is an 'Account alerts' box with 'Notify if below' set to DKK 0.00.

Overview of your transactions

- Choose **ACCOUNT**,
- then to **Account transactions**

The screenshot shows the 'Account transactions' page in the .dk registrar portal. The user is logged in as Administrator (registrat@portal.dk). The navigation menu includes WHOIS SEARCH, ACCOUNT (selected), PORTFOLIO, and ADMINISTRATION. Below the navigation, there are links for FORECAST, INCENTIVE AGREEMENT, ACCOUNT TRANSACTIONS (selected), ARCHIVED TRANSACTIONS, and INVOICE ARCHIVE. The main content area is titled 'Account transactions' and contains a description: 'Financial transactions for your registrar account with links to the individual invoices (faktura), credit notes (kreditnota). Also, payments online (online indbetaling) and bank transfers (betaling). The overview is updated daily and the "Account status" data is realtime, therefore discrepancies can occur.' There is a 'Transaction period' label at the bottom.



Who can update the e-mail address for invoices?

A portal user with the **Administrator role** can change the e-mail address for receiver of the invoices and credit notes.

How to change email addresses

1. Go to **ADMINISTRATION**,
2. then choose **Contact information**,
3. click **Edit** for the **Email addresses** section, and **update** the email for **Billing**.

WHOIS SEARCH PORTFOLIO **ADMINISTRATION** WRITE TO US

Administration

On this page you can manage your registrar account, user profiles and security settings.

Registrar account

[Contact information](#) ←
Manage the contact information for the registrar. This will also update the contact information for all WHOIS handles linked to the registrar account.

[Billing information](#)
Manage the billing information for the registrar account.

[Public information](#)
Manage your registrar information shown on the public registrar list.

User profiles

[Portal users](#)
Manage the registrar portal user profiles for your co-workers.

[Service API users](#)
Manage the service API user profiles, that can be used for DK Hostmaster's services, e.g. EPP, DAS, DSU etc.

WHOIS SEARCH PORTFOLIO **ADMINISTRATION** WRITE TO US

Update email address

Email address

Default	<input type="text" value="notifications@chosen.email"/>	i
Billing	<input type="text" value="billing@chosen.email"/>	i ←
Account alerts	<input type="text" value="account.alerts@chosen.email"/>	i

[CANCEL](#) **UPDATE**