

Cancel your customer's subscription

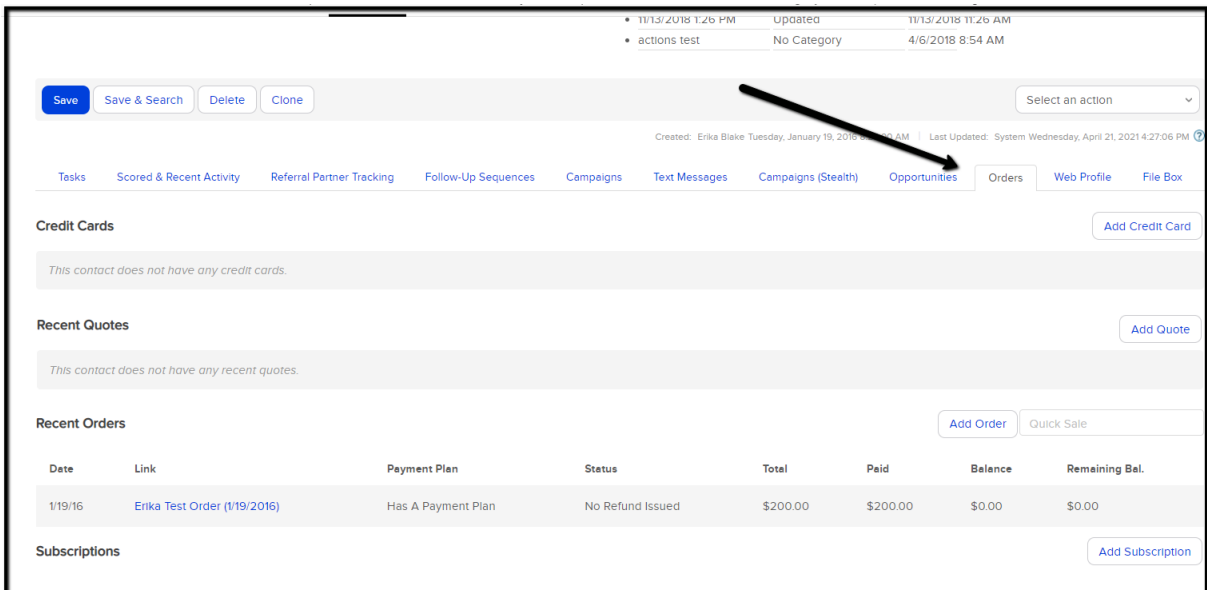
This article applies to:

You are able to cancel and deactivate subscriptions manually when a customer contacts you by phone, email, or in person and asks to discontinue a service or upgrade to another service.

Automation Warning! These instructions will help you turn off the billing for a subscription program. However, inactivating a subscription does not stop any fulfillment processes or follow-up sequences. You may need to stop these processes manually or notify others to stop fulfilling.

Important Note! If you delete an inactive subscription product from your product list, it will break existing orders. Should you decide this is necessary, export any necessary E-Commerce reports your business needs for backup purposes for historic financial purposes prior to deleting any inactive subscription products.

1. While viewing a contact record, click the **Orders** tab.



The screenshot shows a CRM interface with a navigation bar at the top. The 'Orders' tab is selected and highlighted. A black arrow points to the 'Orders' tab. Below the navigation bar, there are sections for 'Credit Cards', 'Recent Quotes', 'Recent Orders', and 'Subscriptions'. The 'Recent Orders' section contains a table with the following data:

Date	Link	Payment Plan	Status	Total	Paid	Balance	Remaining Bal.
1/19/16	Erika Test Order (1/19/2016)	Has A Payment Plan	No Refund Issued	\$200.00	\$200.00	\$0.00	\$0.00

2. Click on the name of the subscription to open it.
3. Go to the *Current Status* section to...

Subscription Setup

Contact [Erika Test \(Select a different contact...\)](#)
erika@test.com

Subscription Plan

Qty

Billing Cycle Every

Billing Amt \$

Charge Tax Yes No

Lead Referral Partner

Current Status

Status

Start Date 01-19-2016

End Date

Reason Stopped

Last Bill Date 12/19/2016

Next Bill Date 01-19-2017 [Change](#)

- Change the **Status** to Inactive. Setting the status to inactive means that the customer canceled a subscription before the original purchase term expired.
- Enter the **End Date**.
- Enter the **Reason Stopped**.

4. Go to the **Recharge Information** section and set auto charge to No.

Recharge Information

Auto Charge Yes No

Credit Card

Merchant Account

Max Charge Attempts

Any whole number greater than zero

5. As an extra precaution, you can deselect the **Credit Card**, by changing it to **No options available**. This will assure that the subscription doesn't have access to a credit card to charge.
6. Click **Save** to inactivate the subscription. The customer will no longer be billed for the subscription.

Please Note: This process is designed to stop subscriptions only. If you restart a subscription the system will look for any outstanding invoices that were missing during the time that the subscription was stopped and will attempt to collect on each outstanding invoice. This can result in multiple auto-charges for the contact's subscription. If you want to resume a subscription, keep the initial subscription as cancelled and create a brand new subscription for your contact.