

Adding a Subscription Product to your Storefront

Important notes on subscription products:

- A merchant account required to handle automatic reoccurring billing
 - PayPal and WorldPay do not accept subscription payments
- Customers must create an account to purchase a subscription product

Examples of subscription products:

- Reoccurring Services (such as a monthly pool cleaning service)
- Consumption Products (such as a monthly supply magazine)
- Layaway products that giving customers the ability to pay for a product over a couple months (for example \$900 computer where the customer pays \$100 a month for 11 months)

[Store](#) > [Shipping Prefs](#)

+

-

x

Home

Store Design

Store

Product

- List
- Search
- Add
- Images
- Shared Attributes
- Categories
 - Add**
 - List
 - Map
 - Low Inventory
 - Backordered
- Manufacturers
- Suppliers
- Custom Fields
- eBay

Shipping Preferences

Available Shippers

Shipper	Show on Store Front	Preferred	
Merchant-Defined	<input checked="" type="checkbox"/>	--	Configure
Federal Express	--	--	Configure
United States Postal Service	--	--	Configure
UPS	--	--	Configure

Apply

Options

Allow: ☐ Will Call

Display: ☒ Estimated Shipping

Apply

Before you add a new product, let's start by creating the product category.

Product > Categories > Add

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Store Design
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Product
List
Search
Add
Images
Shared Attributes
Categories
Add
List
Map
Low Inventory
Backordered
Manufacturers
Suppliers
Add
List
Preferences

Add Category

Basic Information

Category:* Handbags
Description:
Browser Title Bar: Discount Designer Handbags | Store Name Here
Displays in search engine results, browser bookmarks and title bars, etc.
Photo: Existing: None Browse...
Sort Priority: 9999
Featured Category: ☐ Make this a featured category for my store
Members Only: ☐ Show exclusively in members only catalog
Default Category: ☐ Make this my default category for new products
Shopping Comparison Sites: ☐ Exclude category from Shopping Comparison Sites
Display: ☐ Hide on Storefront

Here you can enter the name of the category.

Here you can change the category sort priority, which controls the order of categories on your live store. The category with the lowest sort priority number will be displayed first. If you leave the sort priority as 9999 the categories will be listed alphabetically.

Depending on your store's Product List layout (which can be updated using the Page Builder or for advanced users the Page Template Manager), you can include a description and/or image for your category. Be sure to resize your category image before bring it into Storefront (generally category images are around 100 to 300 pixels).

You can also update the page title for your product list page. Updating your Page Title to include keywords for your category can help improve your ranking on the search engines. Since this will be viewed by potential customers when your site is listed as a search result, you will want to keep this short and to the point while still being readable.

You can also come back and make a category hidden on your store if you ever need to take down an entire category at once. This can be helpful if you have seasonal categories that you don't want up year round.

Custom Fields
eBay
Marketing
Order
Shipping
Customer
Sales

Templates

Header Template: Default
List Template: Default
Footer Template: Default
Submit Reset

Click Submit when you have finished setting up the category. You will be able to back and make changes if needed.

If you have created multiple product layouts using the Page Builder, you can select the List template that you would like to use for this category.



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 - Add
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- Shipping
- Customer

Category Information

Handbags

Once you have created your category, you can start adding product or if you have a large number of items in this category, you may want to create subcategories to break up your products into smaller groups.

Basic Information

Description:	
Browser Title Bar:	Discount Designer Handbags Store Name Here
Photo:	
Sort Priority:	9999
Featured Category:	No
Members Only:	No
Default Category:	No
Exclude from Shopping Comparison Sites:	No
Hide on Storefront:	No

Templates

Header Template:	
List Template:	
Footer Template:	

Subcategories

Subcategories:	
----------------	--

To create a subcategory, click on the Subcategories button.

[Product](#) > [Categories](#) > Add

+ - x

- Home
- Store Design
- Store
- Product
 - List
 - Search
 - Add
 - Images
 - Shared Attributes
 - Categories
 - Add
 - List
 - Map

Subcategories: Handbags

Current Subcategories

Add Subcategory

Subcategory:* Spring Line

Sort Priority: 9999

Featured Category:
☐ Make this a featured category for my store

Submit Reset Return to Category

Here you can enter the name of your subcategory.

To use the subcategory sort priority on your store, additional custom code will need to be added to your header's source code. Since updating your store's code is required this feature is for advanced users only.

[Product](#) > [Categories](#) > Add

+ - x

- Home
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 - List
 - Search
 - Add
 - Images
 - Shared Attributes
 - Categories
 - Add
 - List
 - Map
 - Low Inventory
 - Backordered
 - Manufacturers
 - Suppliers
 - Custom Fields
 - eBay
- Marketing
- Order
- Shipping
- Customer
- Sales
- Support
- Report

Category Information

Handbags

Basic Information

Photo:

Sort Priority: 9999

Featured Category: No

Members Only: No

Default Category: No

Exclude from Shopping Comparison Sites: No

Hide on Storefront: No

Templates

Header Template:

List Template:

Footer Template:

Subcategories

Subcategories: [Spring Line](#)

Update Subcategories

Now that you have created a category, you can now add a product to your store.

[Product > Add](#)

+

-

x

Home

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Add

Images

Shared Attributes

Categories

Low Inventory

Backordered

Manufacturers

Suppliers

Custom Fields

eBay

Marketing

Order

Shipping

Customer

Support

Report

+

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Add Product

[Use the Wizard Instead](#)

Basic Information

Product Name:*

Purse of the Month Club

Categories:

New

Assign Categories

SKU/Item No:

ISBN:

MPN:

UPC:

OEM:

None

Condition:

New

Listing Template:

None selected

Product Detail Template:

Default

Product Type:

Normal

Show in Store:

☒ Active

Featured Product:

☐ Make this a featured product for my store

Media:

☐ Product is a book, a movie or music

Subscription:

☒ Subscription product

Authorization:

☐ Special authorization required to purchase

Order Extensions:

☐ Gather order extensions during checkout

Template:

None

Here you can enter in the name of the product.
Helpful Tip: A good product name is descriptive and to the point.

These additional fields can be used to enter more specific information about a product.
Note: Many of these fields maybe left blank.

You will NEED to make sure you check the box for subscription product. This will allow you to set up reoccurring billing for this product.

Once you have entered in the general information about a product you will be able to assign it to a category. For this example, let's place this product in the Handbag subcategory for Spring Line.

The image consists of two screenshots of the 'Assign Categories' dialog box, illustrating the steps to assign a product to a category.

Top Screenshot: The dialog box is titled 'Assign Categories' and contains the instruction: 'Select the categories to assign to your product, and then click **Save**.' It features two main panels: 'Available Categories' on the left and 'Assigned Categories' on the right. In the 'Available Categories' panel, a tree structure shows 'Handbags' as a subcategory under 'Magenets'. A red box highlights the '+' icon next to 'Handbags', and a red arrow points to it. A text box on the left explains: 'Step 1: To add a product to a subcategory, you will need to first click on the + next to the main category. This will expand the category menu to show any subcategories.'

Bottom Screenshot: This screenshot shows the same dialog box after the 'Handbags' category has been expanded. The 'Available Categories' panel now shows 'Spring Line' as a subcategory under 'Handbags'. A red box highlights the '+' icon next to 'Spring Line', and a red arrow points to it. A text box on the left explains: 'Step 2: Once you have expanded your category, you can select the category or subcategories from the list of available categories.'

In the 'Assigned Categories' panel, a red box highlights the right-pointing arrow (») between the two panels, and a red arrow points to it. A text box on the right explains: 'Step 3: Click on the arrow to assign the product to the selected category.'

At the bottom of the dialog box, there are 'Save' and 'Cancel' buttons. A red box highlights the 'Save' button, and a red arrow points to it. A text box on the left explains: 'Step 4: Remember to click Save.'

Description

Brief Description

The brief description displays on product search results pages.

StandardHTML

Font: Size: A B I U [bulleted list] [numbered list] [link] [unlink]

Enter a short one or two sentence description of your product here. When a customer is looking at multiple products they will see a small image and the brief description of each product. You will want to keep this description short and to the point.

You also have the option to leave this field blank in which customers will just see the product name, price and a small thumbnail of the product.

Long Description

The long description displays on the product detail page.

StandardHTML

Font: Size: A B I U [bulleted list] [numbered list] [link] [unlink]

Enter a detailed description of the product here. This is the description that customers will see when they are looking at this product only. Be sure to take some time to include all the important information about this product. This description is your opportunity to sell this product to potential customers.

Helpful tip: If you are selling items from a drop shipper, you will want to take some time to modify the product description to make it unique (this will help you stand out from other stores selling the same products).

Your detailed product description carries a lot of weight with the search engines. The information that you provide gives the search engines a detailed description of the specifics about this product. The detailed description is where search engines will look for keywords that describe this product. Successful online stores generally have product descriptions that are at least 50 to 100 words with keywords included in the description. While you don't need to write a short novel about your product, you do need to provide enough information to give the search engines and your customers a good idea of what your product is and its benefits.

Images

Display up to four images on your product detail page. The primary image also displays at a smaller size in product search results, and on the home page when featured or random products are shown.

Product Images

Primary Image
Drop selected image

Drop selected image

Drop selected image

Drop selected image

[Upload an image](#)

Next you will want to upload an image of your product.
Note: You can have up to 4 images for each product.

Search available images by name or tag:

Available Images 3 images (page 1 of 1)

Here you will be able to see all of the product images you have previously uploaded into Storefront. If you would like to use an existing image you can simple drag an image and drop it into the product image boxes above.

To assign an image to your product, drag an image from this area and drop it into your product images.

Note: The default resize options can be changed in Images > [Image Settings](#)

Add Product Image

Browse to an image or enter an image URL and then click **Save**.

Recommendation: A small, medium and large image will be created from the image that you upload. For optimal display, upload your product images at a size of 650 pixels or larger.

Upload Image

Insert Image URL

Example: <http://www.mystore.com/pics/image.gif>

Title

Example: Nike Air Max Torch 4

Tags

Example: Nike, Shoes, Running (separate tags with commas)

When you click on Browse you will be able to upload an image from your computer.

Once you have selected an image from your computer, you will be able to add an image title and tag.

When you are done adding a product, remember to click Save.

When you upload an image from your computer, Storefront will create three different version of the image. By default it will create a 100 pixel thumbnail that will be used when a customer is looking at multiple products, a 300 pixel medium size image that customers will see when looking at a single product, and a 650 pixel large zoom image. When a customer is looking at a single product on your store, they can click on the medium size image and the large image will open in a new window (also known as an image zoom).

When you are adding an image you will also have the ability to give the image a title and tags. The title is used to provide additional information about the image. An ideal image title is short, relevant and to the point. Depending on which browsers your customers use when they are viewing your store, they may be able to see this information so while this is a great place to include keywords about your product, customers should be able to read this information. Image tags are general keywords for this image. While setting up image tags is part of properly setting up a product, image tags are not nearly as important as the name of your product, product description and image title.

Pricing Information	
Sell Price:*	<input type="text" value="\$50.00"/>
Retail Price:	<input type="text" value="\$0.00"/>
Surcharge:	<input type="text" value="\$0.00"/>
Invoice Text:	<input type="text"/>
Sale Information:	<input type="checkbox"/> Exclude product from store promotions
Sales Tax:	Taxable? <input checked="" type="checkbox"/> Category: <input type="text" value="None"/>

Here you can enter the sell price, which is the price customers will pay for this product.

Shipping Information	
Shipping:	<input type="text" value="\$0.00"/> <input type="checkbox"/> Exclude from shipping charges
Container:	<input type="text" value="Self"/>
Weight:	<input type="text" value="0.0"/> lb
Dimensions:	Length: <input type="text" value="0.0"/> in x Width: <input type="text" value="0.0"/> in x Height: <input type="text" value="0.0"/> in

Note on Shipping Information:
Depending on how you are calculating shipping, you will need to provide different information.

Inventory Information	
Quantity:	<input type="text" value="10"/>
Threshold:	<input type="text" value="0"/>
Unit of Measure:	<input type="text"/>
Cost:	<input type="text" value="\$0.00"/>
Supplier:	<input type="text" value="None"/>

If you want to have your Storefront keep track of your inventory, you will want to place the quantity you have in stock here. You will also need to enable inventory tracking under Store then Product Prefs. Generally for a reoccurring product, inventory isn't usually tracked.

If you are selling discounted items, you may choose to include a retail price, will provide customer an easy way to see how much they are saving by purchasing on your store. If you aren't seeing discounted items, then you will want to leave the retail price field blank because including a retail price will show customers they are saving \$0.

When using a surcharge for a product, customers viewing your live store will see the total cost of the product (ie: the sell price + any surcharge). This option gives you the ability to include information about any surcharges on the customer's invoice. Because customers will see the overall total cost when looking at a product, these feature isn't commonly used.

Depending how you are calculating shipping, you will need to provide different shipping information. For example if you are using UPS, you have the ability to calculate based soloing on the weight of an item (in pounds). When you are using USPS, shipping is calculated based on a packing algorithm. USPS requires that weight is entered in pounds (if an item is 8 ounces you will need to enter the weight as .5 lbs) and that dimensions are entered in inches. You will also need to set up shipping containers for USPS to determine the packaging that will be used when calculating shipping.

Attributes

[Add Attribute](#) 10 attributes remaining.

If you have any product options, you can add an attribute. Common attributes are size, color and scent. To add a new product option click on Add Attribute.

Attributes

Color:

Shared Attributes: None

Note: Selecting a Shared Attribute will update any existing value

Storefront Label: Color

Selection Display Type: ☒ Pull down menu ☐ Radio button

Attribute Values: Light Pink, Hot Pink

Note: Separate values with commas

[Add Another Attribute](#) 9 attributes remaining.

Here you can enter the name of the product option. For example if you wanted customers to choose the color of their monthly purse, the Storefront label would be Color and the attribute values would be the choices in this case Light Pink and Hot Pink.

Be sure to separate your product options with a comma.

When you are detail with attributes (or product options) will be able to enter in the attribute inventory or attribute price once the product has been created.

Product Services are used to collect additional information that customers can type into this field.

Options

Product Services:	Svc	Gather?	Title	Fee
1:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>
2:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>	<input type="text" value="\$0.00"/>

Custom Information

Custom 1:

Custom 2:

Custom 3:

Custom 4:

Custom 5:

Custom 6:

Custom information is used when custom code has been added to your Storefront. In most cases these fields will be left blank.

Unlike a product attribute where customers can select information from predefined options, product services allow customers to type information into this field. Generally this field is used if you need to gather additional information to personalize a product. For example, if you are selling shirts and need to know the name of the company to put on the shirt, you could check the box for gather and put "Company Name" as the title. Customers view your store will see a box for company name where they can type the name of the company. You also have the ability to charge an additional fee for personalization.

Search Engine Tuning

Meta Description:

Search Engine Keywords:

Here you can enter a meta description for this product.

Customers won't see this information when they are looking at this product on your live store. Typically, search engines will display this text with the link to a particular product on your store. The blue link is generally the name of your product and the text underneath it is your meta description. While it is helpful to include keywords in this short description, the goal of a good meta description is to be easily understood and encourage customers to click on the link to this product.

Google Product Search Feed

Google Category:

Note: Make sure you enter the category as shown in the [Google Category Taxonomy](#).
Example: Toys & Games > Puzzles > Jigsaw Puzzles

Gender:

Age Group:

Next if you are uploading your products to Google Shopping, you can include more detailed information that Google Shopping uses for items. If you are in the US, UK, Germany or France there are several categories of items that must include the Google Category. [Additional information on categorize your products](#)

Note: Any product belonging to the following Google categories must set the **Product > Google Product Search Feed > Google Category** value as shown below.

- Apparel & Accessories > Clothing
- Apparel & Accessories > Shoes (**Note:** Do not use Apparel & Accessories for clothing and shoes.)
- Media > Books
- Media > DVDs & Videos
- Media > Music
- Software > Video Game Software

Also remember that specifying a Google category does not replace the Product Type. The category that you place your product in is used for the product type for Google Shopping.

If you are selling Apparel & Accessories, you will also need to select the gender (Female, Male or Unisex) and Age Group (Adults or Kids) for this item.

Once you have finished creating your product, remember to click submit! You can always come back and update this product later. The first time you set up a subscription based product, you will automatically be taken to set up the attribute (which is used for your subscription billing).

[Product > Add](#)

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X

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Subscription Product Attributes

Purse of the Month Club | SKU: | Price: \$50.00

Current Subscription Attribute Inventory				
SKU	Billing Interval	Subscription Period	Price	Qty

Add Subscription Attribute to Inventory

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Basic Information

?

SKU:

ISBN:

MPN:

UPC:

Condition:

New

Subscription/Billing Interval:

Monthly

Interval Begins:

☒ Date of purchase
☐ 1st of month, quarter, or year

Subscription Period:

(months, quarters, or years)

☒ Open-ended

Renewal:

☐ Apply subscription product updates to renewals

Color:

All

Here you can set up the billing intervals, when the interval starts and the subscription period.

If you are dealing with an attribute, you can also have the price vary based on the attribute.

The subscription/billing interval determines how often the customer is billed. You can have billing occur on a monthly, quarterly or yearly basis.

Next you will want to select when the customer will be billed. If you choose to have the billing occur on the date of purchase the customer will always be billed on that day of the month, quarter, or year. For example if the customer purchases a monthly product on March 13th their next bill date would be April 13th. You can also choose to have billing always occur on the 1st.

When you are dealing with the timeframe of a subscription, you can either have a set number of billing intervals or you have the subscription open ended. If a subscription is open end, the reoccurring billing will keep going until it is manually canceled.

You can choose to have any updates to a subscription applied to a customer when their purchase is renewed. For example, if the price for this subscription increases you can have the price increase applied to renewals.

If you are dealing with an attribute, you can also have the price vary based on the attribute. In this example, the color of the monthly purse does not affect the price of the subscription, so the option for color should be left as ALL. This means the subscription settings and price are the same for all the color options.

Billing Information	
New Subscription:	<input checked="" type="radio"/> Bill for full interval <input type="radio"/> Prorate billing <input type="radio"/> Begin billing at next interval

Here you can select how you would like to bill a brand new subscription. The billing for a new subscription will be a bit different depending on how your intervals begin.

Bill for the full interval is generally used if you have the billing interval start on the date of purchase in which case you can go ahead and bill the customer for the full interval. You could also choose to bill the customer for the full interval if you want them to pay for the full period even if their next bill date is on the first. This is very uncommon.

Prorated billing is generally used if your billing interval starts on the first. This way if a customer signs up half way through the month that customer would only be billed for half of the month and then start paying for a full month at the start of their first full period.

Begin billing at the next interval is also used when the billing interval starts on the first and the customer signs up in the middle of the month. In this case the customer would not be billed anything if they signed up on the 15th, instead their first bill would be on the 1st.

The biggest difference between prorated billing and begin billing at the next interval usually comes down to the item or service that is being sold. Generally if a customer is signing up for a service they will pay a prorated amount for their first month because they are starting to receive the service they purchase. If a customer is buying a product, it is more common for the billing to begin at the start of a new billing interval or be billed for the full interval. In the example above, the customer will be billed for the full interval period because they will receive their first purse of the month regardless of when they signed for the monthly purse club.

Pricing Information	
Price:	<input type="text" value="\$50.00"/>
Startup Fee:	<input type="text" value="\$0.00"/>
Cost:	<input type="text" value="\$0.00"/>

Here you can enter the price of the subscription. You can also have a onetime startup fee.

Under pricing information you can enter the price for the set interval. If you choose to give customers the option to pay monthly or annually it is common for the price to vary. You can also have the price vary based on attribute.

You also have the ability to charge customers a onetime start up fee. This fee would be paid on the customer's first bill.

Inventory Information

Quantity:
Unit of Measure:

If your store has inventory enabled, you can enter the total number of this product you have in stock.

Shipping Information

Weight: lb
Length: in
Width: in
Height: in
Container:
Electronic Fulfillment: No file chosen

If you need the store to calculate shipping for this product, you can add weight and dimensions here.

Once are done setting up the subscription interval, be sure to click apply.

Subscription Product Attributes

Purse of the Month Club | SKU: | Price: \$50.00

Current Subscription Attribute Inventory				
SKU	Billing Interval	Subscription Period	Price	Qty
1	Monthly	Open-ended	\$50.00	400
All, Monthly				

Once you have added your subscription information, you will see a summary of the subscription you just created. If you need to make changes you can click on the blue number next to the sku to make changes to this subscription.

Once a customer has purchased a subscription, you will be able to manage all of your subscriptions in your Storefront Administrator.

Note: When a customer purchases a subscription, your Storefront will automatically generate invoices.

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Marketing

Order

Pending Orders

Ready for Shipping

Completed Orders

Credits

Order History

Order Entry

Subscriptions

Shipping

Customer

Support

Report

Store Name Here : Open for business

[Close store for maintenance](#)

Quick Store Stats

Edit Display

Order Information

Orders Pending Authorization:

3

\$15.00

Orders ready for shipping:

2

\$50.00

Orders shipped today:

0

\$0.00

Customer Information

New customer orders:

0

Total customers:

6

Top 20 customers

Backordered products:

0

Featured products:

Pretty Pink Pony Purse

Featured categories:

0

Best selling products

You can manage your existing subscriptions by click on Order and then Subscriptions.

Order > Subscriptions

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Search Options

Product Name:

Customer Last Name:

Status: All

Subscription No:

Search

Reset

Activity

	New Subscriptions	Renewals	Cancellations	Billed
Month-to-Date:	1	0	0	1
Year-to-Date:	1	0	0	1

Last subscription billing service: 3/29/11 2:06 AM

Your order subscriptions page is used to search for subscriptions and give you a high level overview of your current subscription activity.

To view more detailed information for a subscription you will need to perform a search for that subscription.

To view all of your subscriptions, select all from the status menu and click search.

Order > Subscriptions

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Subscriptions List

1 - 2 of 2 (Search Criteria: Status = all)

#	Customer	Product	Billing Interval	Subscription Period	Purchased	Expiration	Cancelled	Amount
<input type="checkbox"/> 1		Monthly Shojo Beat	Monthly	Open-ended	7/14/10		7/14/10	\$6.95
<input checked="" type="checkbox"/> 2		Purse of the Month Club	Monthly	Open-ended	3/29/11			\$50.00

Delete

Cancel

Reset

When you are looking at your subscription list, you will be able to view the subscription number, the name of the customer, the product, the billing interval, the subscription period, the date purchased, the expiration date (if applicable), the date cancelled and the product amount.

You can manually cancel a subscription by checking the box next to the subscription and clicking on cancel. This will stop the reoccurring billing.

If you would like to remove a subscription from your subscription list, you can delete the subscription. All of the invoices will remain in your store but the subscription will be canceled and no longer appear under Subscriptions.

To view more detailed information about a subscription, you can click on the blue subscription number.

[Order](#) > Subscriptions

+

-

x

▶ Home

▶ Store Design

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Completed Orders

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Order Entry

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▶ Shipping

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▶ Support

Report

Subscription Information

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▼ Basic Information

Product:

Purse of the Month Club

Customer:

Billing Interval:

Monthly

Subscription Period:

Open-ended

Purchase Date:

3/29/11

Price:

Here you can update the price or quantity of the product for this customer's subscription.

Quantity:

Interval Begins:

Date of Purchase

New Billing:

Bill for full interval

Startup Fee:

\$0.00

▼ Additional Product Information

Color:

All

Custom 1:

Custom 1 Fee:

\$0.00

Custom 2:

Custom 2 Fee:

\$0.00

Order Extensions:

None

Weight:

▼ Status

Purchase Date:

3/29/11

Last Invoice Date:

3/29/11

Next Bill Date:

▼

Here you will see the details in regards to the order status. You can change the customers next bill date or change the expiration date for the subscription here as well.

Last Renew Date:

Cancel Date:

Expiration Date:

Shipping Information

Shipping Address:
☐ Use customer billing address.
☒ Use this address.

Here you can update the customer's shipping address.

Street:
Street2:
City:
State/Province:
Postal Code:
Country:
United States
Phone:
Ship Method:
Standard

Billing Information

	Selected?	Additional Information
Credit Card	<input checked="" type="radio"/>	Card: Visa Cardholder's Name: Card Number: Expiration Date: /

Here you can update the customer's credit card information. The customer will also have the ability to update their credit card information by logging into the account they created on your store.

Gifts

Recipient:

Submit
Reset

Your customers can view their subscriptions by logging into the account they created on your store.

Example StoreFront

Customers can view their subscriptions by going to your live store and going to their account history.

My Account
Sign In
Register
Account History
Lost Password

Shopping Cart
View Cart
Checkout
of Item(s): 0
Total: \$0.00

Home
About Us
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Categories
Ruber Duckies

Welcome to Store Name Here
Products

Note: The link to their account history may vary based on the template used for your store. If your store doesn't have a direct link to account history, this link can also be found your service page.

Storefront Subscription Product Guide (updated for version 10.3.2)

Page 18

Categories

Ruber Duckies ▶

New

Test Category

Customer Sign In

Please enter your e-mail address and password.

E-mail:

Password:

Your customer will need to sign into their account to access their account history.

Categories

Ruber Duckies ▶

New

Test Category

Account History

You can change your account profile by clicking on your name. To view the details of an invoice, credit, or subscription, click on the line item date.

Phone:

E-mail:

Customers will be able to view their address and contact information as well as all their previous orders on their Account History page.

Customer No.	Current Payment Method	Store Credit	Customer Since
105	Visa	\$0.00	2011

Invoices and Credits

Date	Activity	No.	Confirmation No./Notes	Total	Status
3/27/11	Sale	111	<input type="text"/>	\$99.99	Shipped
3/27/11	Sale	112	<input type="text"/>	\$10.00	Ordered
3/29/11	Sale	116	<input type="text"/>	\$50.00	Ordered
3/29/11	Sale	117	<input type="text"/>	\$16.95	Shipped
3/29/11	Sale	118	<input type="text"/>	\$63.00	Shipped

Customers can click on the order date, to view the order invoice.

Customers can view their subscription details by clicking on the date.

Subscriptions

Date	No.	Product	Subscription Period	Price	Status
3/29/11	2	Purse of the Month Club	Open-ended	\$50.00	Open
3/29/11	4	test subscription product	Open-ended	\$10.00	Open

Example StoreFront

My Account

Sign Out

Register

Account History

Lost Password

Shopping Cart

View Cart

Checkout

of Item(s): 0

Total: \$0.00

HomeAbout UsServicePolicies

Categories

Ruber Duckies >

New

Test Category

Subscription

No. 2

Here your customers can update their billing information (including their credit card number) and their shipping information.

BILL TO:

SHIP TO:

Change

PAYMENT METHOD: Visa

Change

Subscription Period	Purchased	Last Billed	Next Bill	Expiration Date
Monthly	3/29/11	3/29/11	4/29/11	

PRODUCT:

ITEM NO:

QUANTITY:

PRICE:

Purse of the Month Club

15

1

\$50.00

Cancel Subscription

Depending on your product preferences, customer could also cancel their subscription here.

HomeAdvanced SearchView CartCheckoutAbout UsServicePolicies

By default customers aren't able to cancel or renew their own subscription. If you would like to give customers the option to cancel their own subscription, you would need to update your product preferences. To update your product preferences, you would need to log into your Store Administrator and then go to Store then Product Prefs.

- [+ -](#) x
- ▶ **Home**
- ▶ **Store Design**
- ▼ **Store**
 - General
 - Payment Prefs
 - Mail
 - Shipping Prefs
 - Sales Tax
 - Server
 - Product Prefs**
 - Users
 - StoreSync Setup
 - Maintenance
 - Store Log
- ▶ **Product**
- ▶ **Marketing**
- ▶ **Order**
- ▶ **Shipping**
- ▶ **Customer**
- ▶ **Support**
- Report**

Product Preferences

Inventory Preferences ?

- | | |
|---|--|
| Inventory: | <input type="checkbox"/> Enable inventory |
| Note: eBay Sync preferences can be enabled in Product > eBay > Setup | |
| Serialized Inventory: | <input type="checkbox"/> Enable serialized inventory |

Catalog Preferences ?

- | | |
|--------------------|---|
| Out of Stock: | <input type="checkbox"/> Hide products from catalog when quantity is zero |
| Threshold Reached: | <input type="checkbox"/> Hide products from catalog when threshold is reached |

Backorder Preferences ?

- | | |
|---------------------|---|
| Allow Backorders: | <input type="checkbox"/> Do not allow backorders |
| Display On Invoice: | <input type="checkbox"/> Show backorder status on invoice |

Subscription Preferences ?

- | | |
|-------------------|--|
| Members Only: | <input type="checkbox"/> Enable members only area |
| | <input type="checkbox"/> Require subscription product to enter
Product No. <input type="text"/> |
| Customer Options: | <input type="checkbox"/> Allow customer to renew subscriptions |
| | <input type="checkbox"/> Allow customer to cancel subscriptions |

Under customer options, you can control whether customers have the ability to renew or cancel their own subscriptions. These options can be changed at anytime.