

Subscriptions Manager Widget – Customer Portal Widget

The Subscriptions Manager widget is a tool that is installed to a shopper's store account once they subscribe to a product. This is where customers can manage their existing order subscriptions without having to contact the merchant. This is also the widget that appears after clicking **Manage My Subscription** button in the emails they receive.

Please note:

Creating a subscription does not automatically create an account with the site. In order to create an account with the site, the customer must proceed to: **site-domain/account/register**

My Subscriptions

<p>Every month and get 20% off</p> <p>Subscription #1300430890</p> <p>Classic Body Organic Sunscreen Spray SPF 50 - Guava Mango</p> <p>Next Delivery Wed, Feb 02 2022</p> <p>Edit Subscription ▾</p>	<p>Shipping Total 5.00 USD 25.00 USD</p>	
<p>Every 3 months and get 10% off</p> <p>Subscription #1280376874</p> <p>Classic Body Organic Sunscreen Spray SPF 30 - Tropical Coconut</p> <p>Next Delivery Wed, Jan 19 2022</p> <p>Edit Subscription ▾</p>	<p>Shipping Total 5.00 USD 27.50 USD</p>	

Tip:

Cancelled orders will be tagged with a red ribbon with the words 'Not Active' on it.

How to access the Subscriptions Manager Widget:

There are two simple ways where customers may access the subscriptions manager widget:

1. By logging in to their store account : (site-domain//account/login)
2. By clicking on the link in the email that will be sent to them after creating an order subscription

Widget Breakdown:

My Subscriptions

The screenshot shows a subscription widget for 'Classic Body Organic Sunscreen Spray SPF 50 - Guava Mango'. The widget includes a blue box with 'Every month and get 20% off' (1), the subscription ID '#1300430890' (2), the product name (4), the next delivery date 'Wed, Feb 02 2022' (5), a teal 'Edit Subscription' button (7), and shipping costs: 'Shipping 5.00 USD' and 'Total 25.00 USD' (6). A product image of a blue spray bottle (3) is shown on the right.

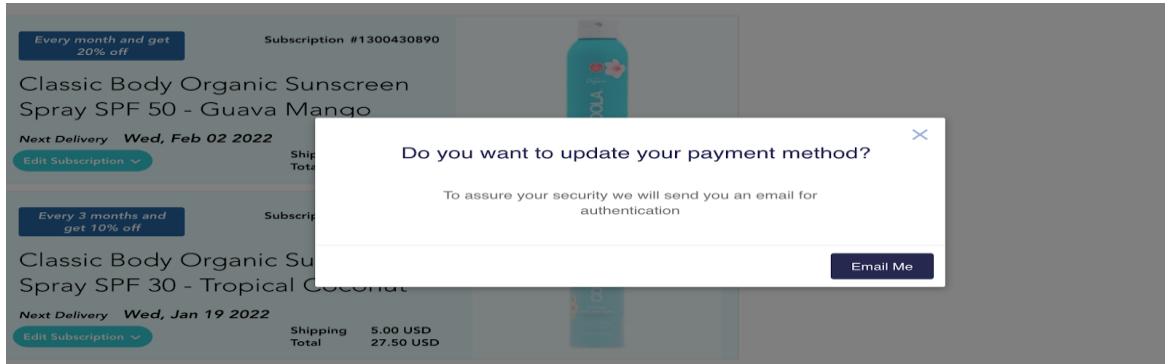
1. **The Delivery Options** - Date and Frequency selected for the subscription
2. **Subscription ID** - can be used by the customer when contacting the shop's support
3. **Product Image** - The image of the product purchased in the subscription
4. **Product Name** - The name of the product purchased in the subscription
5. **Next Delivery** - The date of the next recurring order
6. **Shipping/ Total** - The sum of the Shipping, and the total amount charged in recurring orders
7. **Edit Subscriptions** - Action Bar that provides customers with subscription management options.

The Subscriptions Manager allow customers to manage the following:

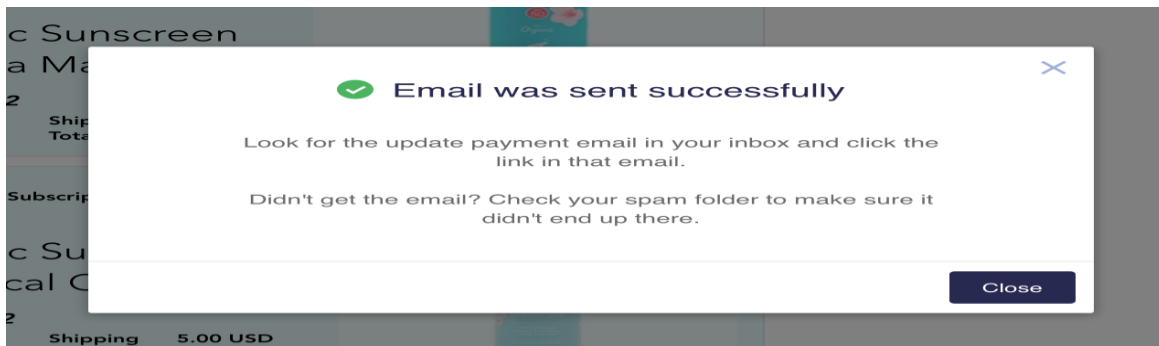
- **Payment Update** - This will trigger an 'Update Payment Details' email from Shopify
- **Skip next Delivery** - This will skip to the next recurring order date
- **Cancel Subscription** - This will cancel the subscription and terminate the contract

Update Payment:

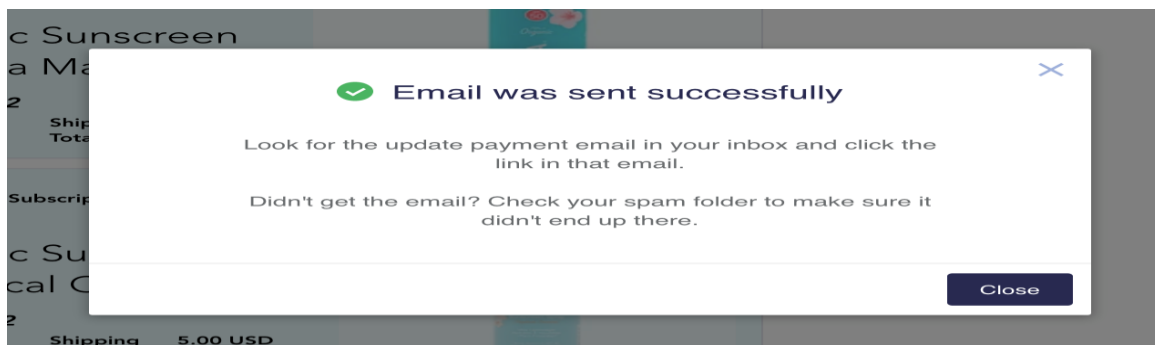
When the customer clicks on the **Update Payment** button in the Subscriptions Manager, a pop-up will appear to verify the customer's action:



If the customer clicks on the **Email Me** button on the pop-up, it will trigger an **'Update Payment Details' email** from Shopify, and the message saying that an email was successfully sent, will appear on the pop-up window.

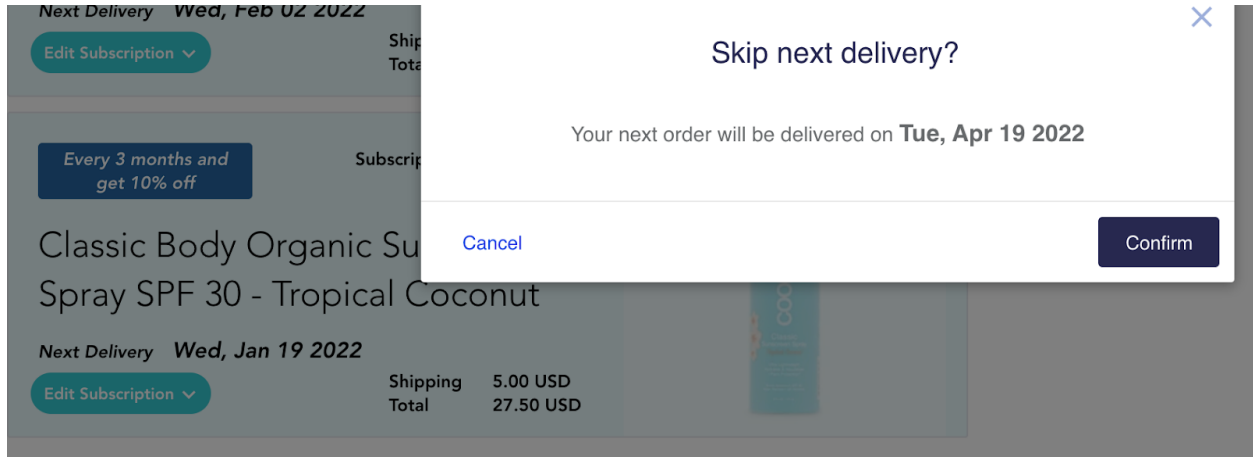


The customer will receive an email directly to their inbox, with the option to update the payment details:



Skip Next Delivery:

When the customer clicks on the **Skip next delivery** button, a pop-up window to verify the customer's action will appear.

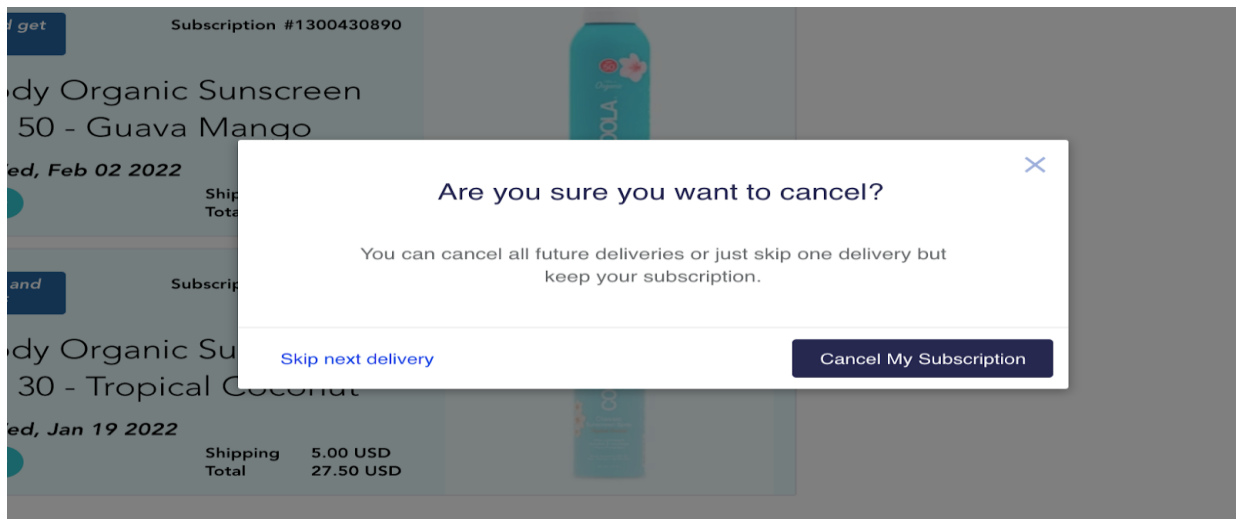


The pop-up will include a suggestion to skip to the next recurring order along with the actual date of the next recurring order.

Clicking **confirm** will postpone the default order date, to the next recurring order as stated in the popup.

Cancel Subscription:

Clicking on the **Cancel Subscription** button will show this popup:



The pop up will offer the customer to either:

Cancel the subscription

Skip the Next Delivery

If the customer wishes to proceed with the cancellation, they can click on Cancel My Subscription. The following popup will then be displayed once the subscription was cancelled:



In addition, the customer will receive a notification from the site regarding the cancellation:

Your subscription has been cancelled



Hi Dana,
We're sorry to hear that you cancelled your subscription to Coffe Beans.

Your satisfaction means a lot to us. If you didn't cancel your subscription, or if there's anything we can do to help, please let us know: gravid@yotpo.com.

Sincerely,
Galit's

The subscription status will change within the widget, and the client will not be able to apply any further actions on this subscription:

My Subscriptions

<p>☰</p> <p>Coffe Beans</p> <p>Next delivery date: Sun, Feb 06 2022</p> <p>Edit Subscription ▼</p>	<p>Subscription #3044114646</p> <p>Shipping 4.90 USD Total 21.90 USD</p>	
<p>CANCELLED SUBSCRIPTION</p> <p>Coffe Beans</p>	<p>Subscription #3042509014</p> <p>Shipping 4.90 USD Total 21.90 USD</p>	

If the customer decides to skip, the next recurring order will then be automatically delayed and the customer will be redirected back to the account page.