

# Viewing and editing subscriptions

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## Viewing and editing subscriptions

Using this feature, you can:

- View subscriptions
- Organise subscriptions
- Group orders
- View the stock level with a specific store
- Pause, resume or cancel orders
- Mark an order as unfulfillable

To view and edit subscriptions, follow these steps:

1. Login to your WebStore Manager.
2. Go to **Orders > Subscriptions**.

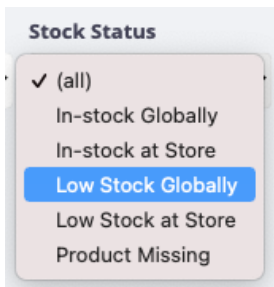
To learn how to set up subscriptions, visit: [Setting up subscriptions](#).

## Subscriptions

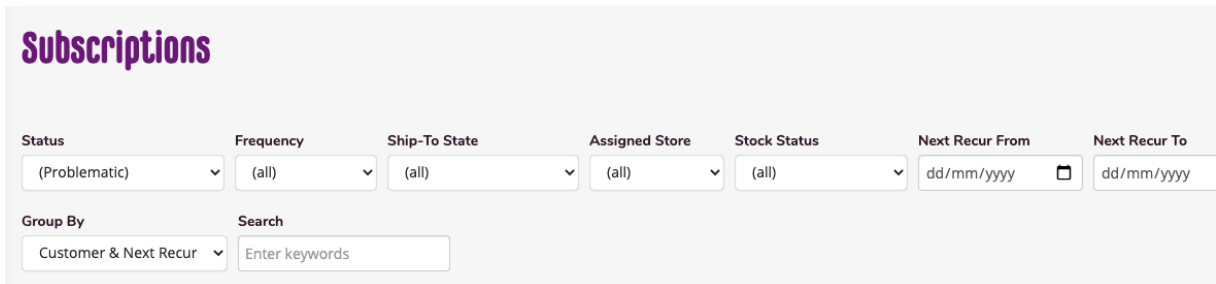
- One subscription is equal to one product per customer.
- Shoppers can buy multiple products and have different frequencies for each product.
- To avoid confusion, each product is treated as a single subscription.
- Subscriptions can be viewed in groups for easy viewing.
- Amazons Subscribe & Save feature lets shoppers order products based on a set interval of between 1 and 6 months.
- We offer flexibility by allowing you to set your own schedules, using different formats such as days, weeks, or months.

## Subscription filters

- Filters can help you find the subscriptions that you need to edit, review, or update.
- **Frequency**, **Ship-to State**, **Assigned Store** and **Stock Status** will only show the data that has been configured in PAM.
- The **Stock Status** filter will help you view stock levels globally and per store (multi-store).

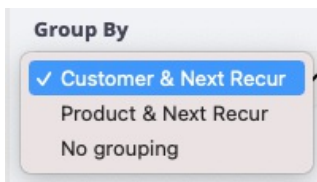


- The **Assigned Store** filter will help you handle your stock levels and plan for fulfilment (i.e using the **Stock Status** filters)



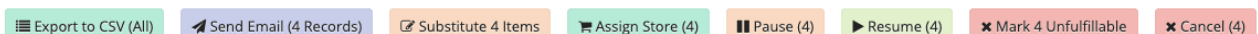
## Subscription grouping

- If all information is the same, subscriptions can be viewed in groups.
- Grouping can help when you're looking for a specific customer or order.
- It will also help minimise the number of emails the client and shopper receive.
- You can group your subscriptions in the following ways:
  - Customer & next recurring order
  - Product & next recurring order
  - No grouping
- Grouped subscriptions can not be edited individually.
- Your customers will only see their individual order.



<input type="checkbox"/>	<u>95</u> <u>101</u>	<u>Jane Doe</u>	Feb 5, 2021	New	Every 2 weeks	95: <u>Women's Cotton Cap (COTCAP)</u>	2.00	49.00
						101: <u>Tea Bag.(TEA)</u>	2.00	10,000.00

## Subscription options



Using the subscription options, you can:

- Export individual or all recurring orders into CSV format
- Send emails to customers about their orders
- Substitute items

- Assign orders to specific stores
- Pause, resume or cancel orders
- Mark an order as unfulfillable


Learn more: [Subscription options.](#)

## Subscription orders

- View customer order details by clicking the order number.

<input type="checkbox"/>	No.	Customer	Next Recur	Status	Frequency
<input type="checkbox"/>	71	<a href="#">John Doe</a>	Jan 28, 2021	New	Weekly

- Customer orders will give you a summary of each shopper's information.



**Jane Doe — Cat Food 30 lbs**

**Product:** [CATFOOD](#)

**Quantity ordered:**

**Department:** Pets

**Category:** Cats

Substitute Item

**Customer:** [Jane Doe \(ExampleComp\)](#)

**E-mail:** [niamh.moore@nitrosell.net](mailto:niamh.moore@nitrosell.net)

**Phone:** 0000000000

**Address:** Merchants Quay, Cork, 0000000, Cork, Ireland

**Payment method:** *John Doe's Visaending with 1111*

**Last Emailed:** Feb 8, 2021 09:37:46

**Last Email Sent:** Item Substitution Notification

[✉ Email Customer](#)

**Previous Orders**

[Feb 1, 2021 - Order #1612190305](#)

### Store, Stock & Settings

**Status:**

**Frequency:**

**Next Recur:**

**Last Recur:** Feb 1, 2021

**Start Date:** Feb 1, 2021

**Assigned Store:**

**Product status:** Online

**Global Stock:** 87.00

**Store Stock:** 0.00 ▲ (insufficient stock)

### PRODUCT PRICES (DISCOUNT INCLUDED)

**Product Price for last order:**  
\$19.94

**Calculated Product Price for next order:**  
\$19.94

**Current Discount (recalculated at next order):**  
(n/a)

**Shipping Method:** UPS - UPS Ground

**Shipping Cost:**  
 \$

- There are two price fields:
  - **Product price for last order** - Shows how much the shopper paid for their last order.
  - **Calculated product price for next order** - If an item is substituted or altered the updated price can be seen here.

### PRODUCT PRICES (DISCOUNT INCLUDED)

**Product Price for last order:**  
\$19.94

**Calculated Product Price for next order:**  
\$27.00

- Discounts are a fixed number because it gets updated on each order.
- Editing the shipping costs will update the price of the shipping method.

- You must manually email your shoppers of any changes made in the subscription orders.

## **Contact us**

If you have any problems with this feature, contact our support team by opening a ticket.

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