



Subscription Products — Configuration Guide

Everything a merchant sets up, in the order they set it up.

Subscription Products Documentation · August 4, 2026

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1. Switch the module on

Subscriptions → Settings (</admin/SubscriptionProducts/admin/subscriptionSettings/index>)

Everything is off until **Subscriptions Enabled** is on. While it is off the other settings stay hidden, the admin screens redirect here, and the nightly jobs do nothing — deliberately, because the scheduled jobs and the subscription tables both survive a disable, and without that gate a switched-off feature would keep raising orders and charging cards.

Billing

SETTING	DEFAULT	WHAT IT DOES
Auto-Charge Renewals	Off	On: the nightly job charges the stored card and marks the renewal paid. Off: renewal orders are created pending for staff to collect.
Charge this many days before shipping	0	Collect payment ahead of the renewal date. See below.
Max card retries before pausing	3	Site default used by any product whose own Retry limit is blank. 0 = retry indefinitely.
Charge currency (ISO code)	blank	Only when the gateway settles in a different currency from the site's active one.

Charge lead days deserves care. The renewal date *is* the day the order is raised and ships, so a lead of 3 processes the renewal three days earlier. Two guarantees:

- The delivery schedule does not drift. The next renewal is still counted from

the original date, not the early charge date, so a monthly subscription stays on its day of the month.

- Dunning retries are **not** pulled forward. A subscription already retrying a

failed card keeps the exact retry date its policy set — otherwise the lead would silently compress the retry cadence.

The field only appears when Auto-Charge is on, because it has no meaning otherwise.

Renewal reminders

Notify before renewal (days) takes a comma-separated list — [3, 1](#) emails the customer three days before and again one day before. Blank sends none. Reminders go out with the daily job and are never sent twice for the same renewal.

Inventory planning

SETTING	DEFAULT	WHAT IT DOES
Forecast horizon (days)	30	How far ahead the demand report looks by default
Raise Purchase Orders	Off	Lets the planning screen create draft POs. Needs the Inventory module.

Customer emails

Five events — Renewal Receipt, Upcoming Renewal Reminder, Payment Failed, Cancelled, Card Expiring — each with its own on/off, subject, CMS template, and an optional custom body.

Important: renewals and reminders run under cron, and the CMS template pipeline needs a live web request. Under CLI the module always sends from the **body** field. So if you select a template and leave the body blank, those emails will not send. The shipped defaults populate the body, so this only bites if someone clears it.

Subjects support `{token}` and bodies `#token#`. The screen lists the available tokens.

2. Set a product up for subscription

Open any product → **Subscription Setup** tab.

1. **Sell on Subscription** — the master switch for this product.
2. **How It Can Be Bought** — *One-time purchase or subscription* lets the

shopper choose; *Subscription only* means every purchase starts one.

1. **Billing Intervals Offered** — the cadences the shopper picks from. Add as

many as you like, label them if the generated name ("Every 3 Months") is not what you want, and mark one default. Each can carry its own discount.

1. **Fallback Billing Interval** — used when no cadence was chosen, e.g. an order raised by staff.

1. **Trial Period (days)** — delays the *first renewal*. Not a free trial: the customer pays the normal price at checkout.

1. **Max Cycles** — 0 for "until cancelled", or a number to complete after N billings.

1. **Dunning Policy** — grace days before the first retry, days between later retries, and the retry limit. Leave the limit blank to inherit the site default; 0 retries forever. When retries run out the subscription is **paused**, not cancelled, so the customer can fix their card and resume.

1. **Subscribe & Save** — a discount percentage. Most specific wins:

SKU → interval → plan.

1. **Customer Options** — lock the signup price, allow pause, allow skip.

2. **SKUs Sold on Subscription** — the important one. Only variants switched on

here are offered. Each can force its own cadence (a bulk SKU that always bills yearly) or leave it to the customer's choice.

If you enable the plan but no SKU is marked "Sell on Subscription", the screen warns you — customers would see no subscribe option at all.

Per-SKU shortcut

Each sub-product's editor has its own **Subscription** tab for flipping just that SKU. Enabling a SKU on a product with no plan creates one with sensible defaults; enabling one under a switched-off plan switches the plan back on — which also re-arms any *other* SKUs still marked subscribable, and the response says so.

3. Scheduled jobs

Two jobs are registered at install:

JOB	DEFAULT	SERVICE
Subscriptions: Process Renewals	daily 03:00	<code>SubscriptionProducts.SubscriptionRenewal.ProcessDue</code>
Subscriptions: Renewal Reminders	daily 09:00	<code>SubscriptionProducts.SubscriptionRenewal.SendReminders</code>

Check them under Admin → Scheduled Jobs. Without the renewal job nothing ever bills.

4. Out-of-stock policy

Per plan, what a renewal does when the SKU cannot be sold:

- **Bill anyway** (default) — the pre-existing behaviour.
- **Skip the cycle** — no order, schedule advances, recorded in history.
- **Hold** — create the order unpaid for staff to resolve.

Sellability comes from `Shop.Stock`, the same authority the cart uses, so it respects Inventory when that module is managing the SKU and the legacy stock fields when it is not.

Related

- [Admin User Guide](#)
- [Operations Runbook](#)