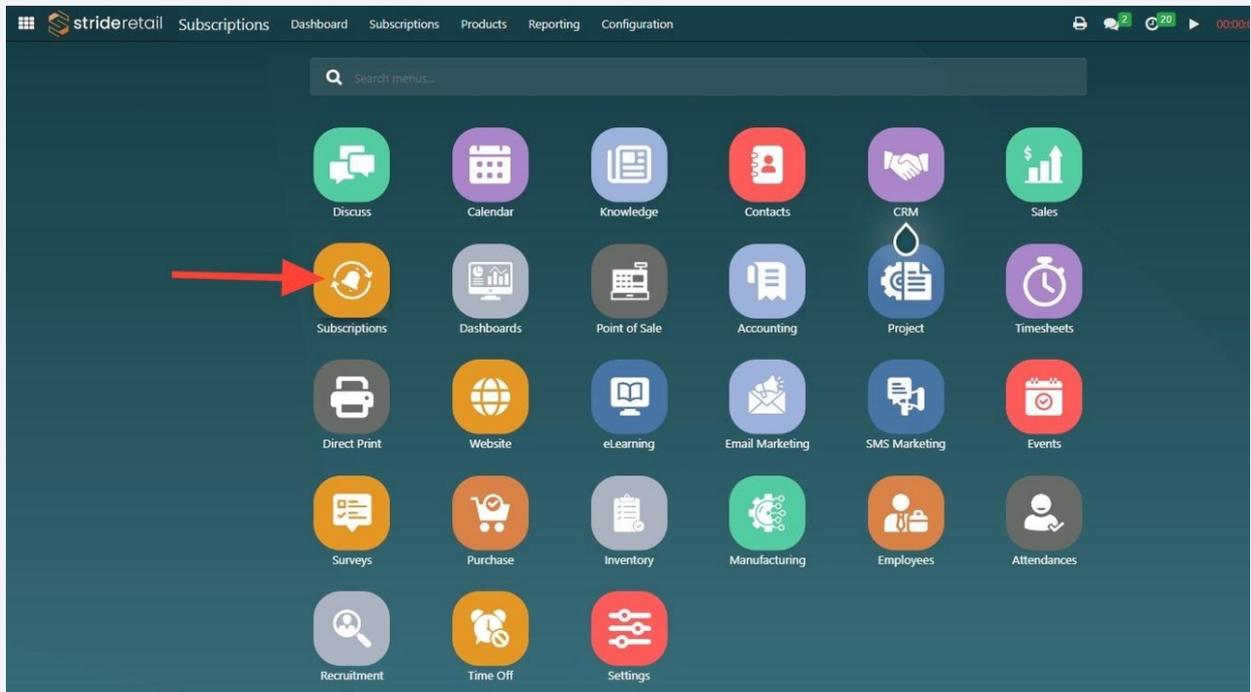


# Processing a Failed Subscription

1 Click the Subscriptions Icon



## 2 Click on Failed Subscriptions.

Configuration 20 00:00:00 M Michael Pawlisz

TOP SHELF QUILTS

2 Subscriptions with tokens expiring before next billing

8 Failed Subscriptions

AT A GLANCE

	72	\$5,937.15
	Active Subscriptions	Next Year Revenue Forecast

## 3 Click on the subscription you need to update and recharge.

NEW Filters

<input type="checkbox"/>	Name	Customer	Sale Order	Sale Order Li...	Start Subsc
<input type="checkbox"/>	2024 Aurifil Thread Club Monthly - new POS Enrollment - Barbara Kelly	Barbara Kelly			05/15/2024
<input type="checkbox"/>	Bloom Where Mew Are Planted BOM - new POS Enrollment - Margaret K...	Margaret Kinney			05/15/2024
<input type="checkbox"/>	Bloom Where Mew Are Planted BOM - new POS Enrollment - Grace Srbe...	Grace Srbeny			05/15/2024
<input type="checkbox"/>	Queen of Diamonds w/ Tula Pink BOM - new POS Enrollment - Deborah ...	Deborah Smith			05/15/2024
<input type="checkbox"/>	2024 Kona Wall Calendar BOM with Backing - new POS Enrollment - Bar...	Barb Zeman			05/15/2024
<input type="checkbox"/>	2024 Kona Wall Calendar BOM with Backing - new POS Enrollment - Barb Zeman	Barb Zeman			05/15/2024
<input type="checkbox"/>	2024 Aurifil Thread Club Monthly - new POS Enrollment - Barb Zeman	Barb Zeman			05/15/2024
<input type="checkbox"/>	2024 Isacord Thread Club Top 91 - 120 - new POS Enrollment - Margaret...	Margaret Knight			05/15/2024

4

Check the Payment Status, you are looking for the status of Not Paid.

Next Date: 09/15/2024 22:50:54

	Sale Order	Invoice	Payment Status	Maximum Payment Attempt	No of
/2024	S00332	INV/2024/00150	In Payment	5	
/2024	S00747	INV/2024/00337	Paid	5	
/2024	S00985	INV/2024/00477	Paid	5	
/2024	S01294	INV/2024/00589	Paid	5	
/2024	S01665	INV/2024/00763	Not Paid	5	

Not Paid

Log note

Activities

September 13, 2024

Administrator - 19 days ago

Progress → Payment Error (State)

5

Click "CLOSE"

2024 Kona Wall

Customer: Barb Z

POS Order: Shippi

POS Order Line: 2024

Salesperson: Sandr

Sale Order: S01665

Payment Status: Not Paid

Max Retries: 5

Payment Fail Email Send:

Sequence: No of Retries

Sale Orders & Invoices

Auto Charge Last Execution Date

Auto Charge Next Execution Date: 09/15/2024 22:50:54

Date	Sale Order	Invoice	Payment Status	Maximum P
05/15/2024	S00332	INV/2024/00150	In Payment	
06/15/2024	S00747	INV/2024/00337	Paid	
07/15/2024	S00985	INV/2024/00477	Paid	

CLOSE

## 6 Click "View Invoice"

Maximum Payment Attempt	No of Retries		
5	3	<a href="#">View Sale Order</a>	<a href="#">View Invoice</a>
5	0	<a href="#">View Sale Order</a>	<a href="#">View Invoice</a>
5	0	<a href="#">View Sale Order</a>	<a href="#">View Invoice</a>
5	0	<a href="#">View Sale Order</a>	<a href="#">View Invoice</a>
5	1	<a href="#">View Sale Order</a>	<a href="#">View Invoice</a>

  2 Follow

**September 13, 2024**

## 7 Click "Action"

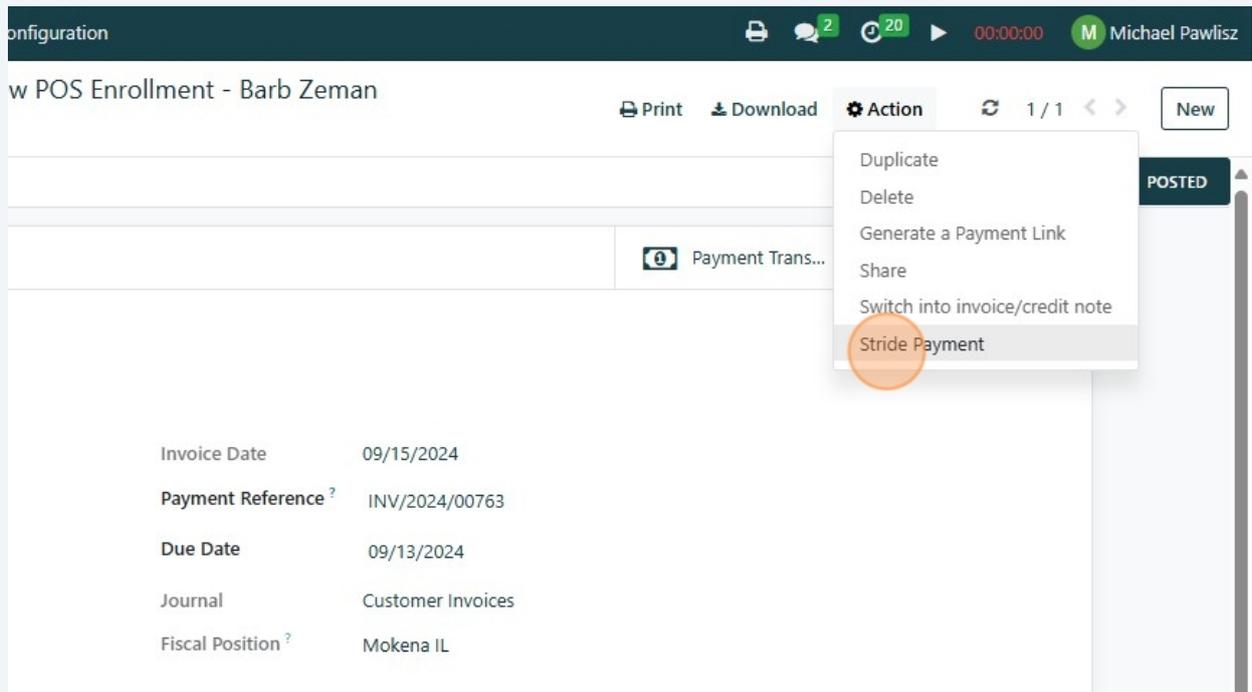
Configuration   2  20  00:00:00  Michael Pawlisz

POS Enrollment - Barb Zeman     1 / 1  

 Payment Trans...  1 Sale Orders

Invoice Date	09/15/2024
Payment Reference <sup>?</sup>	INV/2024/00763
Due Date	09/13/2024
Journal	Customer Invoices
Fiscal Position <sup>?</sup>	Mokena IL

## 8 Click "Stride Payment"



Configuration

POS Enrollment - Barb Zeman

Print Download Action 1 / 1 < > New

- Duplicate
- Delete
- Generate a Payment Link
- Share
- Switch into invoice/credit note
- Stride Payment

Payment Trans...

POSTED

Invoice Date 09/15/2024

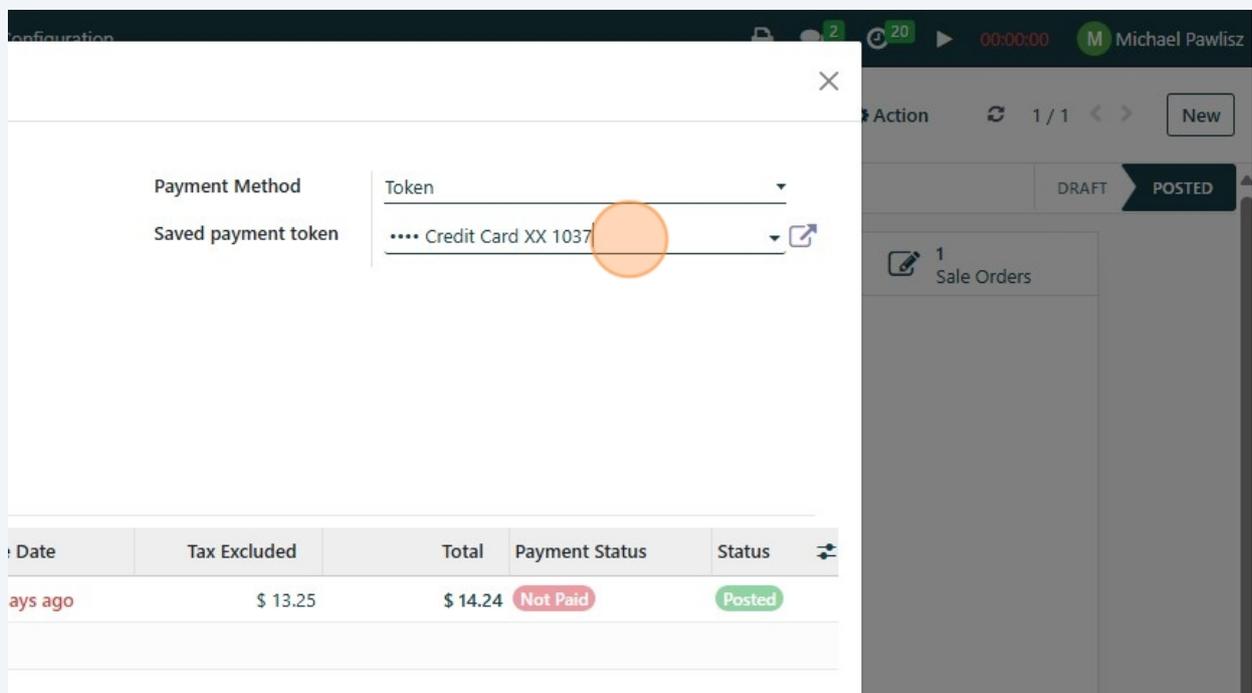
Payment Reference<sup>?</sup> INV/2024/00763

Due Date 09/13/2024

Journal Customer Invoices

Fiscal Position<sup>?</sup> Mokena IL

## 9 Click the "Saved payment token" field.



Configuration

Action 1 / 1 < > New

Payment Method Token

Saved payment token ... Credit Card XX 1037

DRAFT POSTED

1 Sale Orders

Date	Tax Excluded	Total	Payment Status	Status
days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

10 Click this button.

The screenshot shows a modal window for configuring a payment token. The modal has a close button (X) in the top right corner. It contains the following fields:

- Payment Method:** Token
- Saved payment token:** .... Credit Card XX 1037

An orange circle highlights a refresh button (a square with a circular arrow) located to the right of the "Saved payment token" field. Below the modal, a table displays payment details:

Date	Tax Excluded	Total	Payment Status	Status
19 days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

11 Click the "Payment Details" field.

The screenshot shows a modal window titled "Open: Saved payment token". It contains the following fields:

- Payment Details:** Credit Card XX 1037
- Partner:** Barb Zeman
- Expiration Date:** 01/01/2028
- Provider:** Stride Pay
- Provider Reference:** card\_prod\_4ZbAV

An orange circle highlights the "Payment Details" field. Below the modal, there are "SAVE" and "DISCARD" buttons. At the bottom, a table displays payment details:

Number	Customer	Invoice Date	Due Date	Tax Excluded	Total
INV/2024/00763	Barb Zeman	09/15/2024	19 days ago	\$ 13.25	\$ 14.24

12 Type "-old"

13 Click "SAVE"

The screenshot shows a software interface with a dark sidebar on the left and a main content area. The sidebar contains a 'Customer Invoice' section with the text 'INV/2024/00' and a 'Delivery Address' field. The main content area has a top navigation bar with 'SEND & PRINT' and 'REGISTER PAYMENT' buttons. Below this is a form with the following fields:

- Payment Details: Credit Card XX 1037-old
- Partner: Barb Zeman (with a dropdown arrow and an external link icon)
- Expiration Date: 01/01/2028 (with a dropdown arrow)
- Provider: (empty field)
- Provider Referen: (empty field)

Below the form are two buttons: 'SAVE' (highlighted with an orange circle) and 'DISCARD'. At the bottom of the main content area is a table with the following data:

Number	Customer	Invoice Date	Due Date	Tax Excluded
INV/2024/00763	Barb Zeman	09/15/2024	19 days ago	\$ 13.
				13.

14 Select the "Credit Card" option.

Reporting Configuration

Payment Method: Credit Card

Saved payment token: Credit Card XX 1037-old

Date	Due Date	Tax Excluded	Total	Payment Status	Status
2024	19 days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

15 Click the "Payment Provider" field.

Reporting Configuration

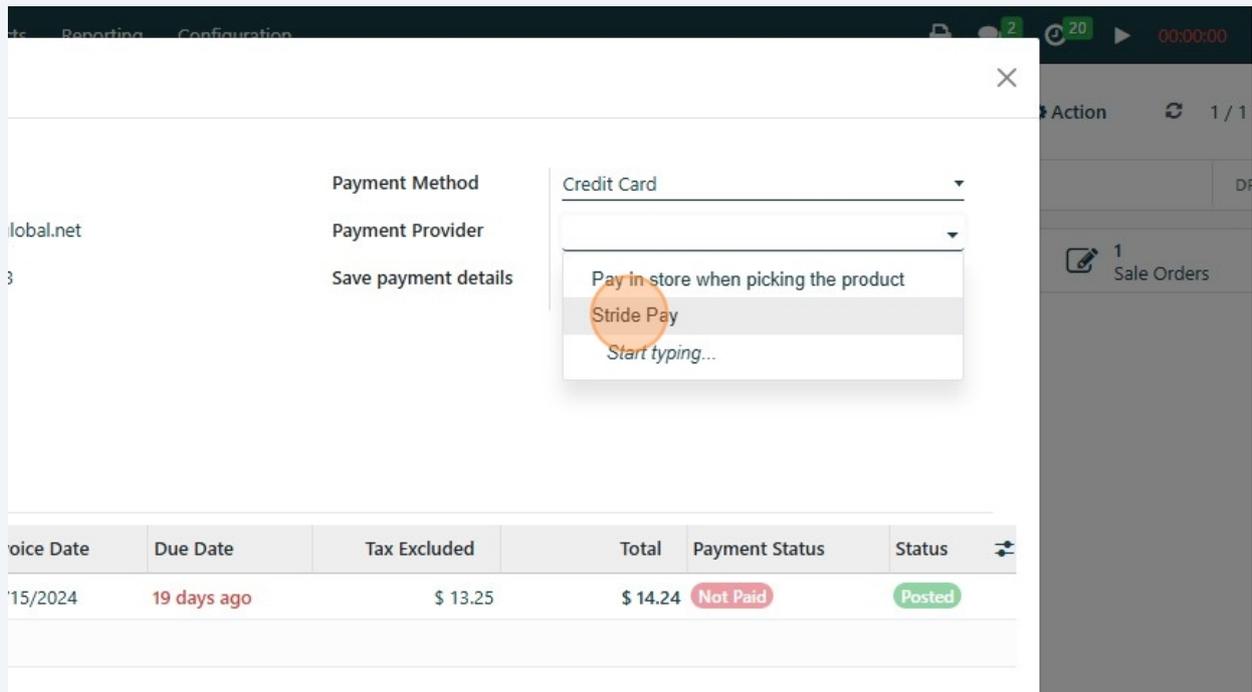
Payment Method: Credit Card

Payment Provider: [ ]

Save payment details:

Invoice Date	Due Date	Tax Excluded	Total	Payment Status	Status
15/2024	19 days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

## 16 Click "Stride Pay"



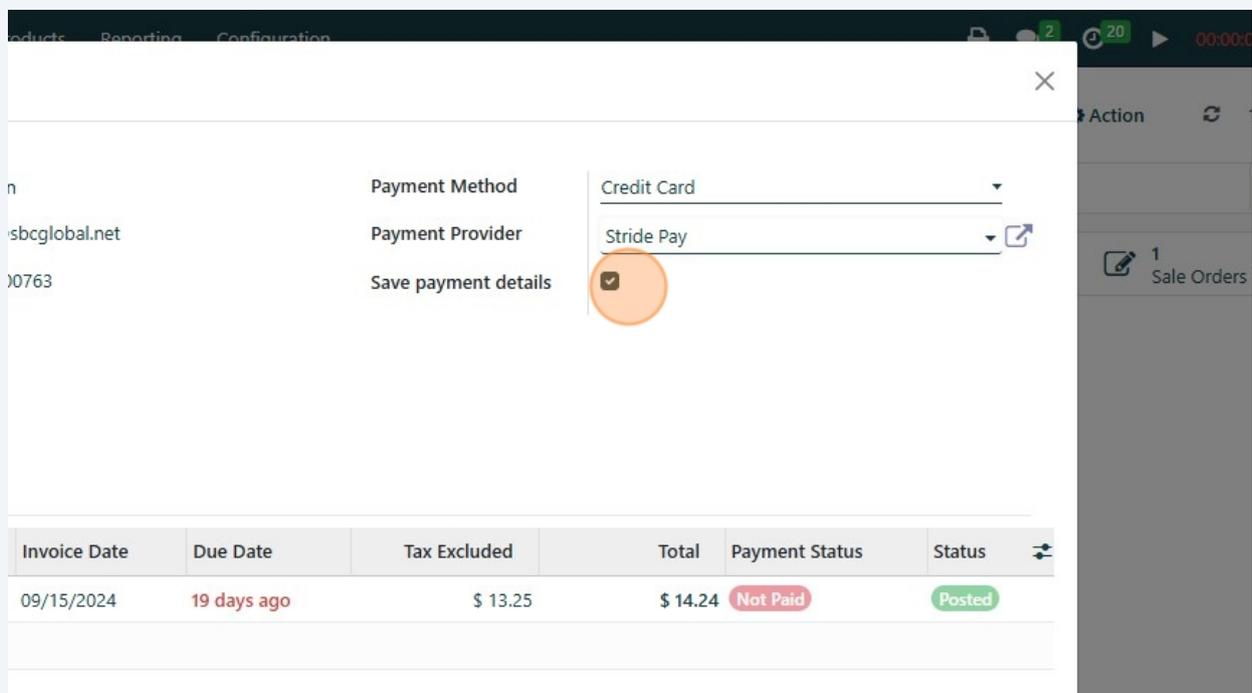
The screenshot shows a payment configuration modal with the following fields:

- Payment Method: Credit Card
- Payment Provider: Stride Pay (highlighted with an orange circle)
- Save payment details:

Below the modal is a table with the following data:

Invoice Date	Due Date	Tax Excluded	Total	Payment Status	Status
09/15/2024	19 days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

## 17 Make sure that Save payment detail is checked

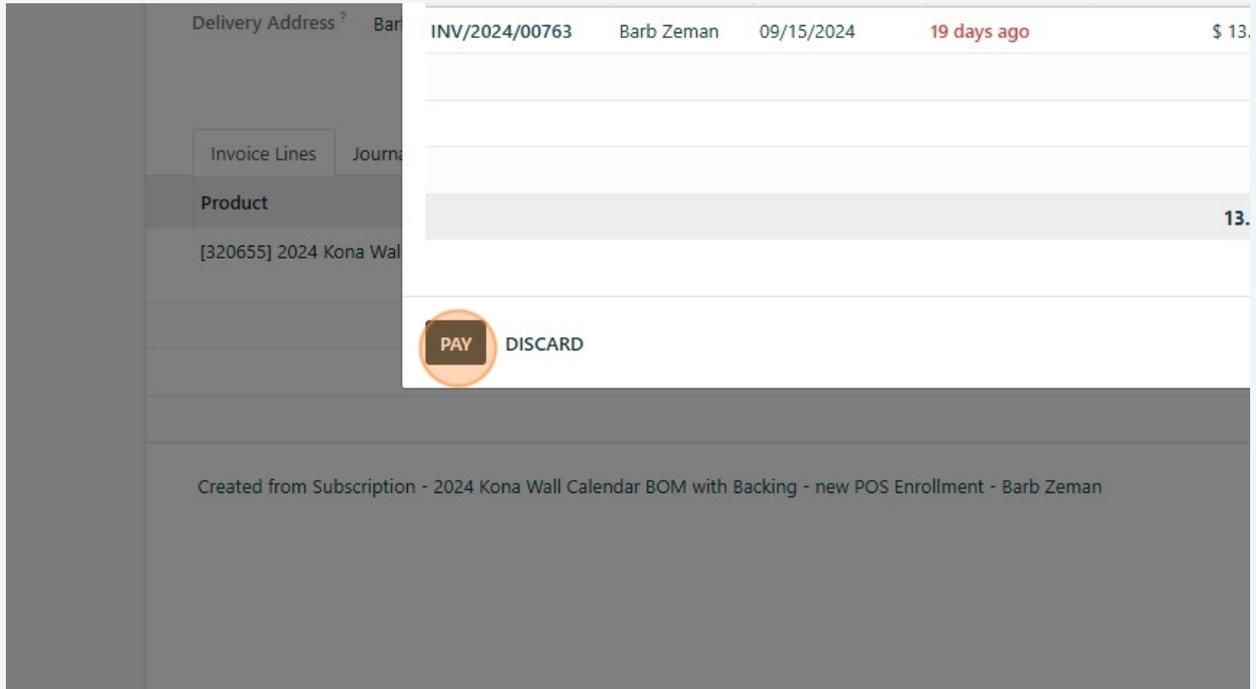


The screenshot shows the same payment configuration modal as in step 16, but with the 'Save payment details' checkbox checked (highlighted with an orange circle). The 'Payment Provider' dropdown is now set to 'Stride Pay'.

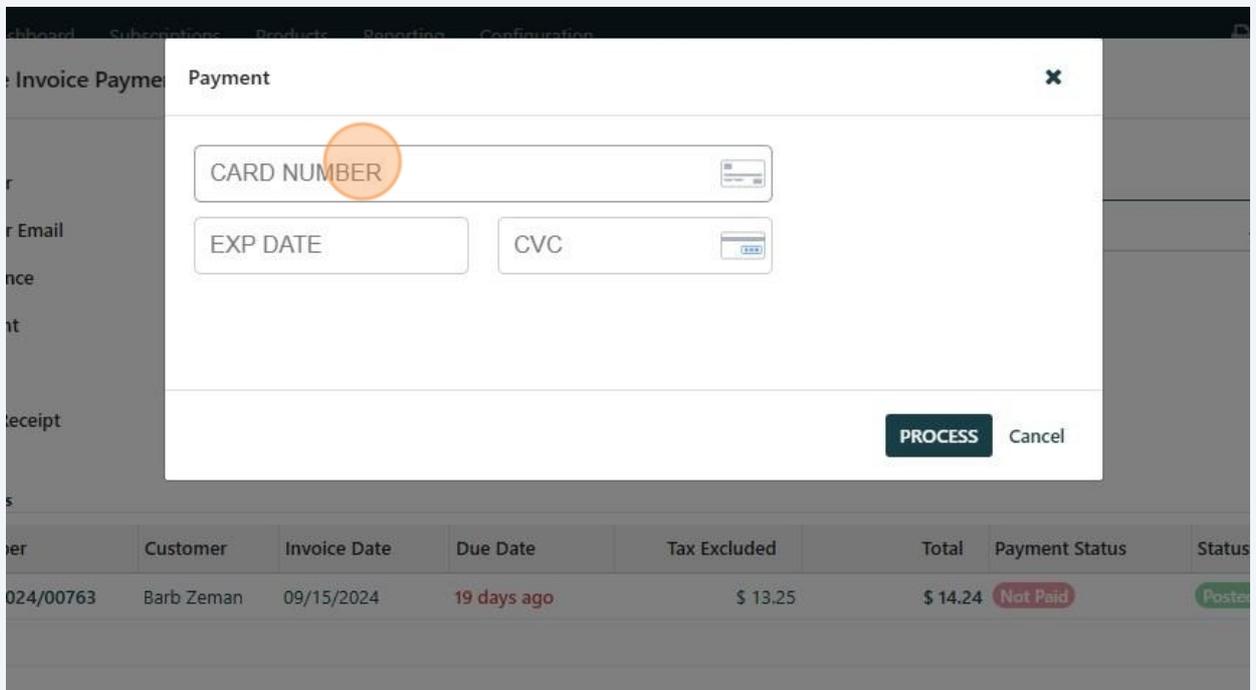
Below the modal is a table with the following data:

Invoice Date	Due Date	Tax Excluded	Total	Payment Status	Status
09/15/2024	19 days ago	\$ 13.25	\$ 14.24	Not Paid	Posted

18 Click "PAY"

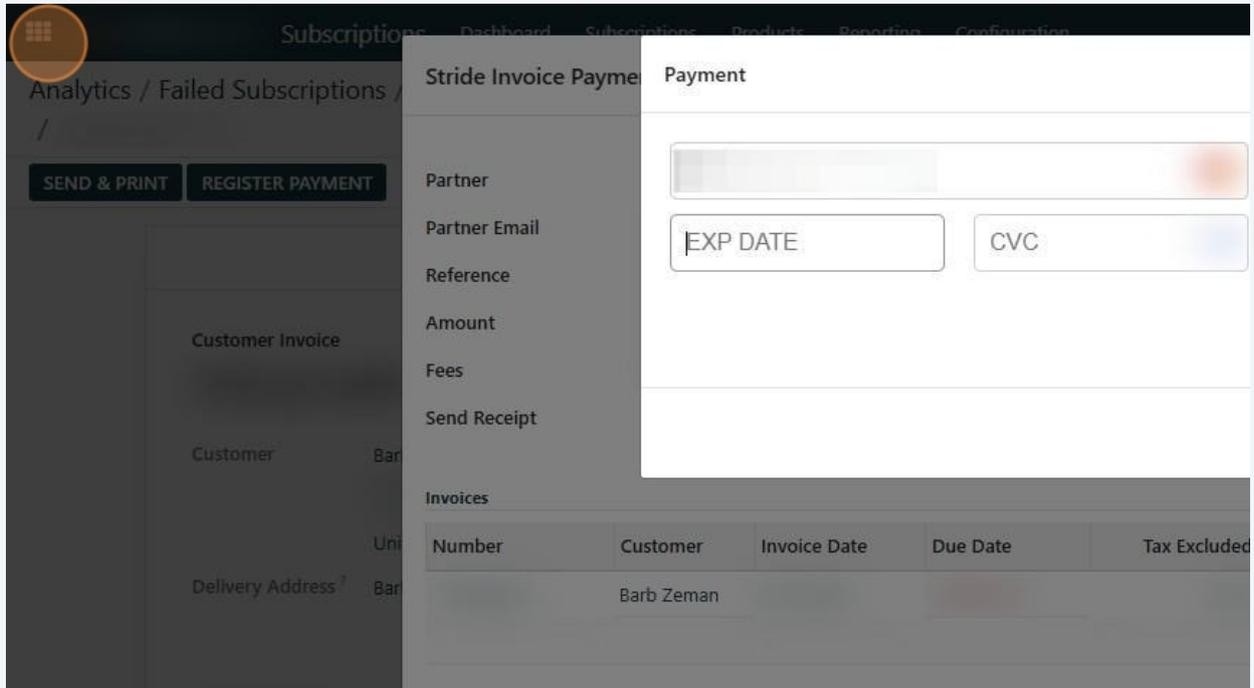


19 Click the "Card number" field.



20 Type in the credit card number

21 Click the "Exp date" field.



22 Type in the expiration date in the format mm/yy

23 Click the "CVC" field.

The screenshot shows a web application interface for processing a payment. A modal window titled "Payment" is open, displaying a card number "5291 4996 0306 7241" and a "CVC" field. The background is dimmed, showing a "Stride Invoice Payment" form with fields for Partner, Partner Email, Reference, Amount, Fees, and Send Receipt. Below these fields is an "Invoices" table with columns for Number, Customer, Invoice Date, Due Date, and Tax Excluded. The table contains one row for "Barb Zeman".

Number	Customer	Invoice Date	Due Date	Tax Excluded
	Barb Zeman			

24 Type in the three digit code on the back of the card.

25 Click "PROCESS"

