What Is This?

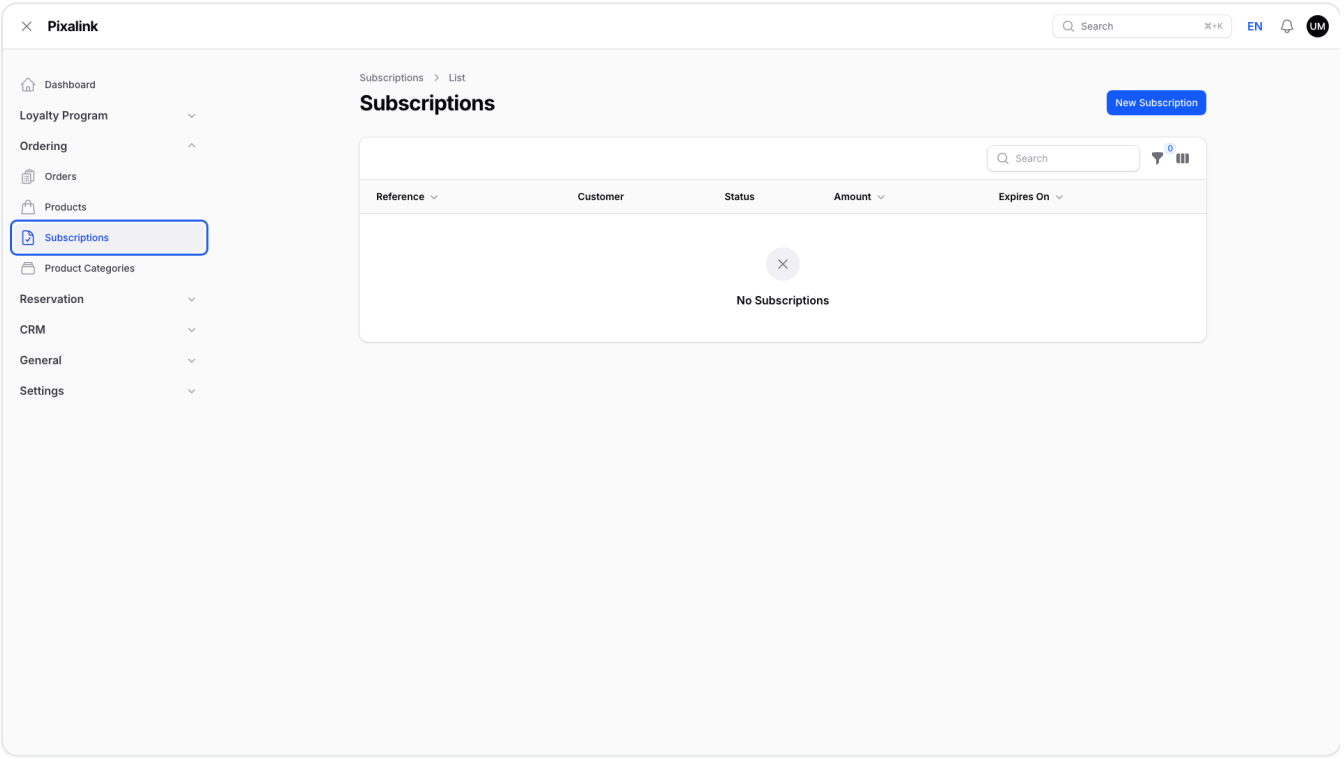
Charge one customer a price you set yourself, and let them pay online with a link. It suits a plan, a retainer or a policy. It covers the customer until a date you choose. It is a one-off charge. It does not charge the customer again by itself.

Real-Life Example

Ahmad runs a gym in Ipoh. Siti wants a 12-month plan that he prices by hand at RM600. Ahmad raises a subscription for Siti in **Subscriptions**. He picks her name, sets the date it runs out and adds the charge. Siti gets an email. She opens **My Subscriptions** in her portal and pays online. Ahmad checks that the status says **Confirmed**.

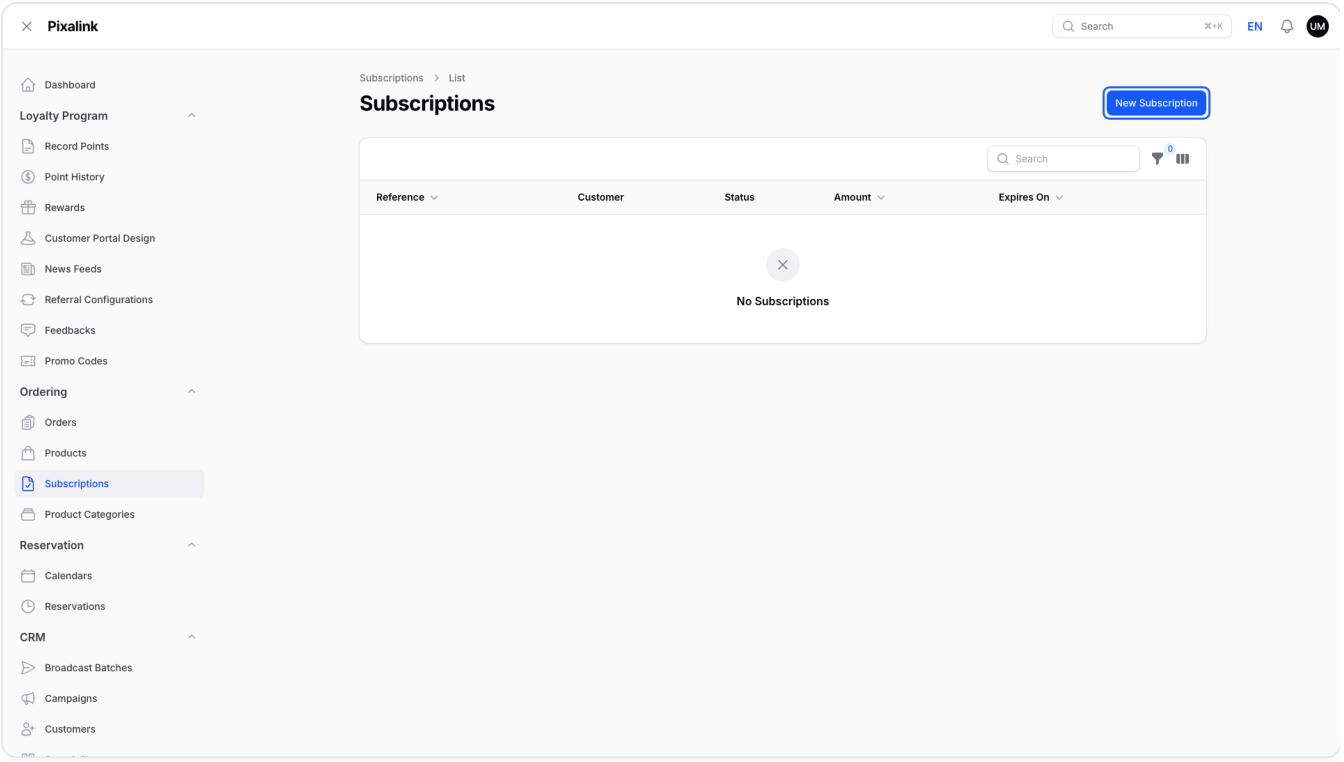
How to Set It Up

1. Go to **Admin Panel → Ordering → Subscriptions**.



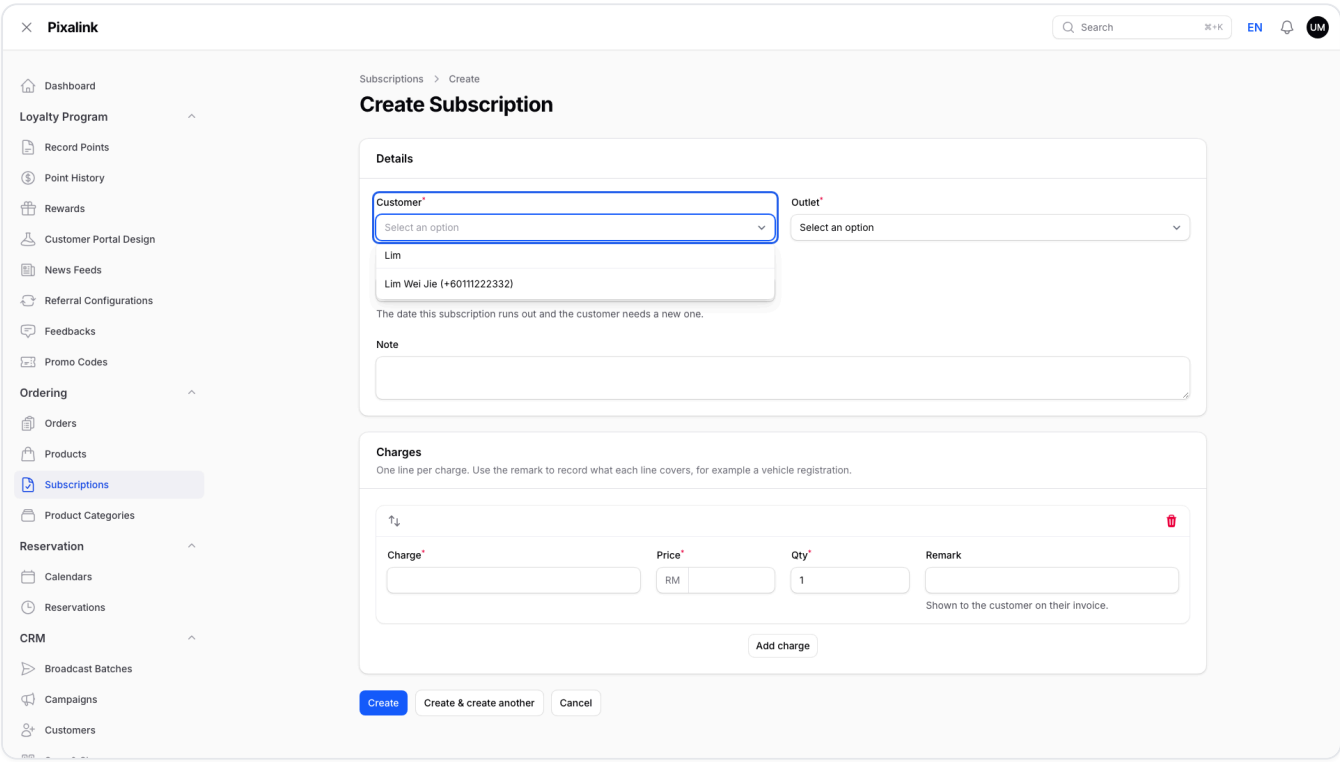
Subscriptions is in the Ordering group.

2. Click **New Subscription**.



Once you add subscriptions, the list shows each one with its status and expiry date.

3. Pick the **Customer**.



Type a name or phone number to search.

4. Choose an **Outlet** and set **Expires On**.

Expires On is the date the subscription runs out. Note is optional.

5. Type a **Charge**, a **Price** and a **Qty**.

Click Add charge for more lines. Remark shows under that line on the customer's page.

6. Click **Create**.

The customer gets an email with a link to My Subscriptions, if they have an email address. If not, send the Payment Link yourself.

7. Click **Payment Link** on the new row.

Use this if the customer hasn't paid yet, or you want to hand them the link.

8. Show the QR code, or click **Share via WhatsApp**.

You can also copy the link or click Download QR.

What Your Customers Will See

Customers open **My Subscriptions** from their profile. They see the reference, what it covers and the total. They tap **Pay now** to pay online.

My Subscriptions is in the Settings buttons on the profile page.

After payment, the status changes to Confirmed.

Good to Know

- You can change the lines, the date or the note only while it says **Awaiting Payment**. Click **Edit** on the row. The old link stops working.

- Once paid, a subscription can't be edited. To fix a wrong price, cancel it and raise a new one. The customer gets store credit back, not a card refund, and pays the new one online.
- **Cancel** needs a reason.
- A payment link works for 7 days. Click **Payment Link** again for a new one.
- Nothing happens on the **Expires On** date. There is no reminder and no renewal.
- Subscriptions don't show in **Orders**.
- Customers pay online, so set up online payments first. See How to Start Accepting Online Payments (Payment Gateway) (https://kb.pixalink.io/articles/how-to-start-accepting-online-payments-payment-gateway).

Need Help?

If you don't see **Subscriptions** under **Ordering**, subscriptions aren't turned on for your business. Ask the Pixalink team to turn on Subscriptions. They can also rename it in your portal, for example to "My Policies".

What's Next?

- How to Start Accepting Online Payments (Payment Gateway) (https://kb.pixalink.io/articles/how-to-start-accepting-online-payments-payment-gateway)
- How to Add a Product to Your Online Shop (https://kb.pixalink.io/articles/how-to-add-a-product-to-your-online-shop)