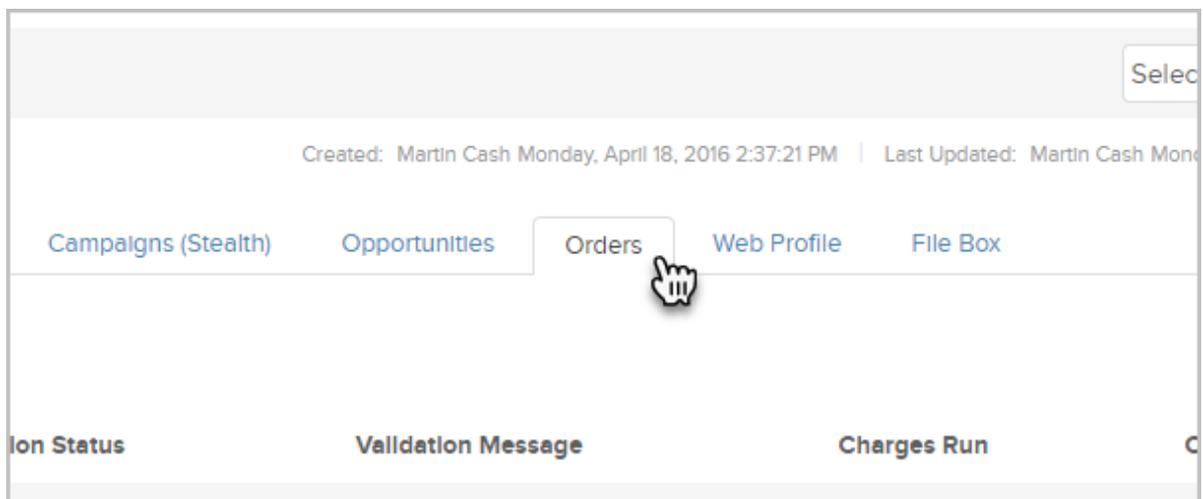


Canceling Your Customer's Subscription

You are able to cancel and deactivate subscriptions manually when a customer contacts you by phone, email, or in person and asks to discontinue a service or upgrade to another service.

Automation Warning! These instructions will help you turn off the billing for a subscription program. However, inactivating a subscription does not stop any fulfillment processes or follow-up sequences. You may need to stop these processes manually or notify others to stop fulfilling.

1. While viewing a contact record, click on the **Order** tab.



2. Click on the name of the subscription to open it.
 3. Go to the *Current Status* section to...
 - o Change the **Status** to Inactive. Setting the status to inactive means that the customer canceled a subscription before the original purchase term expired.
 - o Enter the **End Date**.
 - o Enter the **Reason Stopped**.
 4. Go to the **Recharge Information** section and set auto charge to **No**.
 5. Click on the **Save** button to inactivate the subscription. The customer will no longer be billed for the subscription.
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