

# Installation Guide for Magento Subscription Manager

This guide shows the installation and use of the Magento Subscription Manager. The extension can be obtained from [www.sellxed.com/shop](http://www.sellxed.com/shop).

**Release Date:** Tue, 20 Oct 2020 15:38:34 +0200  
**Version:** 3.0.112

customweb GmbH  
General-Guisan-Strasse 47  
CH-8400 Winterthur

E-Mail: [info@customweb.ch](mailto:info@customweb.ch)

Phone:

CH: +41 (0)44 533 15 70

DE: +49 (0)180 3 729 636

UK: +44 (0)2036 086 268

US: +1 (0)650 618 3944

© copyright by customweb GmbH Tue, 20 Oct 2020 15:38:34 +0200

# Table of Contents

<b>1</b>	<b>Introduction .....</b>	<b>4</b>
<b>2</b>	<b>Module Installation .....</b>	<b>5</b>
<b>3</b>	<b>How to Configure the Extension .....</b>	<b>6</b>
3.1	Cron Job Configuration .....	6
3.2	Cron Job Test .....	6
3.3	General Configuration .....	6
3.3.1	Payment Methods .....	6
3.3.2	Payment Deadline .....	6
3.3.3	E-Mail Settings .....	7
3.3.4	Checkout Options .....	7
3.3.5	Cart Settings .....	7
<b>4</b>	<b>Subscription Products .....</b>	<b>9</b>
<b>5</b>	<b>Subscription Maintenance .....</b>	<b>10</b>
5.1	Operation Mode .....	10
5.2	Maintaining / Suspending a Subscription .....	10
<b>6</b>	<b>Payment Integrations .....</b>	<b>12</b>
6.1	Magento Payment Module from sellXed .....	12
6.2	PayPal Exception .....	12
<b>7</b>	<b>Migration from Subscription 1.x to 2.x .....</b>	<b>13</b>
7.1	What's New? .....	13
7.2	Migration .....	13
<b>8</b>	<b>Test Mode .....</b>	<b>14</b>
8.1	Error analysis .....	14
<b>9</b>	<b>Popular Problems .....</b>	<b>15</b>
9.1	The automatic charge is not activated .....	15

# 1 Introduction

This guide shows the installation, configuration and use of the Magento Subscription Manager.

Before starting the installation, please make sure to have all necessary data at hand:

- Administrator access to your Magento Shop
- Magento Subscription Manager from [sellxed.com/shop](http://sellxed.com/shop)

## Installation Service

Our payment plugins should have per default the correct settings for most of our customers' preferences. That means once you have entered the required credentials in the plugin configuration to connect your account to your website, the plugin should be fully operational. Should you be willing to receive detailed informations on a setting you do not know, you may contact our support team who will be able to assist you further.

Our support team is at your disposal during regular business hours at: <http://www.sellxed.com/support>. Furthermore, you have the option of ordering our installation service. We will make sure the plugin is installed correctly in your shop: <http://www.sellxed.com/shop/de/integration-und-installation.html>

## 2 Module Installation

At this point you should already be in possession of the module. If not, the module files can be obtained from your customer account here [sellxed Shop](#) (Menu Item "My Download Products"). In order to install the module in your Magento Shop, follow these steps:

1. Create a backup of your shop
2. Extract the content of the ZIPs that were downloaded from our shop
3. Copy the **complete content** of the folder "files" into the root directory of the server in which your server is located, using your regular FTP program. Make sure that the folders are merged and not replaced.
4. Empty the cache and log into your shop again.

Now the module is installed and can be configured.

### Create Backups!

We strongly recommend to create a backup of your shop's root directory. This allows you to go back to the original state any time.

Additionally, we recommend to run the integration on a test system first to avoid any complications due to third party modules. Our support team is always available if you have any questions.

Information on the migration from Subscription Manager v.1 to v.2 is accessible under [Migration](#).

## 3 How to Configure the Extension

The configuration of the Subscription Manager is divided into two steps. As a first step, the [General Configuration](#) should be completed. The following instructions show how to capture existing or [new products as a subscription](#).

### Payment Modules

The Subscription Manager is delivered with payment modules for purchases on account. In order to process credit card payments within the subscription, the respective sellXed.com credit card module is necessary. It can be purchased directly from our shop <http://www.sellxed.com/shop>

### 3.1 Cron Job Configuration

The plugin creates new orders automatically as soon as the respective controller is triggered via Cron Job. Therefore it is essential to activate Cron Jobs in your Magento Shop. The module employs the standard Magento Cron. The instructions for the configuration can be found [here](#).

The Subscription Cron is triggered every time the Magento Cron is activated. During testing we recommend to trigger the Magento Cron in 1 minute intervals. When migrating to the productive system, Magento recommends a Cron interval of 5 minutes.

### 3.2 Cron Job Test

It is essential to test the Cron settings before going live. In order to do so, [create a test item](#) with a subscription interval of 10 minutes.

### 3.3 General Configuration

With the general configuration you can define the general settings for e-mails, supported payment options, etc. The general configuration can be found via **System > Configuration > Subscription**.

#### 3.3.1 Payment Methods

As a first step you can define, which payment methods are accepted for orders via subscription. Only these options will be shown when a customer adds subscription products to his cart.

#### 3.3.2 Payment Deadline

The subscription module is going to create an authorised order according to the payment method settings when the subscription is due. In case you use deferred capture, only an

authorisation is created. If you use a payment method with an Alias function and the capture settings are set to direct, a new order is created and the payment is captured directly when the subscription is due.

The payment deadline settings allow you to define a deadline for the customer by which the payment information has to be updated or the bill has to be paid. For invoices, the deadline is the latest date by which the bill has to be paid. If you use deferred capturing, the payment has to be captured within the time limit.

In general, the invoice has to be paid before the deadline is reached, otherwise the subscription will be marked as failed and no new subscription orders will be created.

If a payment fails or if a payment is necessary, the customer will be notified with a reminder email automatically.

### **3.3.3 E-Mail Settings**

The e-mail settings allow you to send specific confirmation e-mails for subscription orders. These can be adjusted for the transaction e-mails as well.

A reminder email will be sent to the customer shortly before the subscription is due.

### **3.3.4 Checkout Options**

Among other things, you can define whether you allow for guest orders and if you would like to give the customer an overview over the conditions and general terms before checkout.

### **3.3.5 Cart Settings**

Innovatively, you can subscribe to complete carts as well as to single products. To activate this function, enable **Cart Subscriptions**.

The **Subscription Plans** define the rhythms visible in the subscription. These plans will be shown in the customer's cart afterwards (cf. screenshot below)

**Cart Subscriptions**

Enable Cart Subscriptions  [STORE VIEW]  
Would you like to allow customers to create a subscription of their whole cart?

Subscription Plans

Description	Billing period unit	Billing frequency	Maximum billing cycles	Order	
Every Month	Month	1			
Every 2 Weeks	Week	2			
Every 5 weeks	Week	5			

Describe the subscription plan. This description is then shown on the cart page in the subscription plan drop-down.  Billing unit during the subscription period.  Number of billing periods that make up one billing cycle.  The subscriptions ends automatically after the above entered number of billing cycles.  Define the order of the plans in the drop-down.

Minimum order total  [STORE VIEW]  
 Maximum order total  [STORE VIEW]

Product Filter  
 Page  of 1 pages | View  per page | Total 2 records found   [STORE VIEW]

<input type="checkbox"/>	ID	SKU	Product name
<input type="checkbox"/>	Any		
<input type="checkbox"/>	1	simple-sub	Simple Product
<input type="checkbox"/>	4	conf-sub	Configurable Product (every month)

Select the products that cannot be used in subscriptions.

Figure 3.1: Subscription checkout settings

**Shopping Cart**

Simple Product was added to your shopping cart.

Product name	Unit Price	Qty	Subtotal	
<a href="#">Simple Product</a>	<a href="#">Edit</a> €23.00	<input type="text" value="1"/>	€23.00	

**SUBSCRIPTION**

Start Date

Select a subscription plan:

**Billing period**  
1 Month cycle

**Maximum billing cycles**  
Repeats before cancelled.

Subtotal €23.00

**Grand Total €23.00**

[Checkout with Multiple Addresses](#)

Figure 3.1: Subscription Checkout in the frontend

In addition, you can exclude certain products from the order with the **product filter**. Further information on the testing can be found [here](#).



## 4 Subscription Products

You can easily transform new or existing products into subscription products by switching to the tab **Subscription** after opening the product configuration.

Here you can customize your settings:

- **Sign-Up Fee:** Define a discount or a fee for the initial order.
- **Plan:** This allows you to set the delivery rhythms. You can also define the cancellation period for the product with the option **deadline**. Once the customer has cancelled the subscription, his card will no longer be charged once the deadline is reached.
- **Delivery:** Choose between original and fixed delivery costs.

Subscription	
Enable Subscription	Yes
<b>Subscription</b>	
<b>Initial Fee/Discount</b>	
Initial Fee/Discount	<input type="text"/> <small>▲ Define a fee or a discount (negative value) that is added to or subtracted from the initial payment.</small>
<b>Schedule</b>	
Description *	Monthly Subscriptions <small>▲ Describe the subscription and schedule. The value of this field is used for configurable product options.</small>
Billing Period Unit *	Month <small>▲ Unit for billing during the subscription period.</small>
Billing Frequency *	1 <small>▲ Number of billing periods that make up one billing cycle.</small>
Maximum Billing Cycles	<input type="text"/> <small>▲ The subscriptions ends automatically after the above entered number of billing cycles.</small>
Period Of Notice	<input type="text"/> <small>▲ The number of billing cycles the subscription will keep running after the cancelation is requested.</small>
<b>Shipping</b>	
Shipping Amount Type	Equals initial order <small>▲ Whether to use a fixed shipping amount or calculate it dynamically.</small>

Figure 4.1: Subscription Maintenance

## 5 Subscription Maintenance

### 5.1 Operation Mode

When reaching the due date, the module automatically creates a new order. The customer's credit card will be charged by default. Should the payment fail (e.g. due to an expired credit card), an order will be created and assigned the status **pending**. The customer receives a reminder and can update the payment information by the deadline. If the customer misses the deadline, the subscription is cancelled.

### 5.2 Maintaining / Suspending a Subscription

In **Sales > Subscriptions** all active and suspended subscriptions can be accessed. You can open each subscription and view the corresponding orders.

The Subscription Maintenance gives you the following options:

1. **Cancel:** The subscription will be cancelled and will not be accounted for after the expiration of the period of notice.
2. **Suspend:** The subscription is suspended and will be paused until it is reactivated.

Subscription # 100000038 | 30/11/2013 5:42:38 AM Back Cancel Suspend

Subscription		Schedule Information	
Payment Method	Credit Card	Start Date	20/12/2013
Reference Id	100000038	Billing Period	1 Month cycle
Description	Monthly Subscriptions	Maximum Billing Cycles	Repeats until canceled.
Status	Active		

  

Billing Address		Shipping Address	
casdadad sadasda asdasdas asdasd asdasd, Alaska, a23 United States T: sffadsdf		casdadad sadasda asdasdas asdasd asdasd, Alaska, a23 United States T: sffadsdf	

  

Billing Information		Payments	
Last Billed	30/11/2013	Currency	EUR
Next Cycle	30/12/2013	Billing Amount	€15.00
Payments Made	1	Shipping Amount	€5.00
		Total Recurring Amount	€20.00

  

Purchased Items							
Product	Price	Qty	Subtotal	Tax Amount	Discount Amount	Row Total	In Stock
Magazine - Monthly Subscription SKU: wired-monthly	€15.00	1	€15.00	€0.00	€0.00	€15.00	Yes

**Figure 5.1:** Suspending or canceling subscriptions.

The customer can cancel or suspend subscriptions through the customer account. If these options are not available, make sure to activate the respective part in the template.



## 6 Payment Integrations

### 6.1 Magento Payment Module from sellXed

This module is compatible with all of sellXed's payment plugins for Magento. A list of all possible integrations can be found [in the sellXed Shop](#).

Please note that the respective options have to be available and activated through the Payment Service Provider in order to integrate and process subscriptions. Regarding credit card payments, the option Alias / Token Manager has to be activated in order for the customer's credit card alias to be charged.

### 6.2 PayPal Exception

The sellXed [PayPal Module](#) also allows you to process subscriptions via PayPal. In this case you have to activate the option 'Billing Agreements' in your PayPal account. In order to do this, please contact PayPal directly.

## 7 Migration from Subscription 1.x to 2.x

The subscription module has been completely revised to create version 2.X incorporating feedback from our customers. Especially the Cron Job settings have been changed.

### 7.1 What's New?

If you already own version 1.x of the module you will notice several changes in the new version.

- Dunning levels do not exist in the new version. You can define a payment deadline by which the invoice has to be captured. Another new feature is that the customer now receives a reminder email.
- You can notify the customer by email shortly before a new subscription order is triggered. Here you can define several levels.
- The orders are now captured directly according to the payment module settings or they can only be authorised.
- There is no Test Cron anymore. The testing now takes place through test items and a correspondingly short subscription cycle (now defined in minutes).

### 7.2 Migration

The following steps have to be followed during the migration:

1. Create a backup of your database
2. Load the module onto the server
3. Empty the cache. At this point, all existing subscriptions will be migrated. Please note: depending on the number of subscriptions, this step can take a while. Please do not interrupt the process. If the migration fails, you will be notified by Magento in the backend. Then you can initiate the migration again.
4. Some configuration settings have been discarded and others have been added. Please review your configuration.

## 8 Test Mode

To test the subscriptions, create a test item with a subscription interval of 10 minutes and make sure to adjust the Cron settings in the shop to 1 minute. Now you can subscribe to an item or a shopping basket. After the interval has passed, a new order is triggered automatically. The new orders can be viewed in your shop as usual.

If a subscription fails due to erroneous configurations you can access it at Sales > Subscriptions. Further information on the cause for the failure is shown when you open the order.

If an error occurred during the cron process, the following message will be shown in the admin section: "One or more errors occurred when processing scheduled jobs." In this case, search for the error message in the `customweb_subscription_schedule` table.

### 8.1 Error analysis

If subscriptions fail on a regular basis, please check your configuration for the following possible causes:

- Did you activate the Token option with your PSP?
- Was the invoice for the previous order captured? Is it marked as pending? Otherwise check the capture settings in the payment module.
- If the orders are not triggered at all, please review your Cron settings.

## 9 Popular Problems

### 9.1 The automatic charge is not activated

In order for the payment of recurring orders to be successful, an alias has to be created with the Payment Service Provider upon the initial order. This alias has to be reported back to the shop. Make sure the option **Alias Manager** is activated in the payment module as well as in your contract. Additionally, monitor whether the parameters are reported back to your shop correspondingly.