WooCommerce Subscriptions

Overview

WooCommerce Subscriptions is a plugin that enables processing payments for subscriptions, allowing merchants to create and manage recurring payments for their products. This add-on provides support: trials, sign-ups, subscription management and reporting, synchronized payments, notifications, and customer account management.

The fee for using this plugin is $199, billed on an annual basis by WooCommerce.

Availability

Verifone WooCommerce for Subscriptions? is available globally and supports subscription billing when card payments are the associated payment method.

Prerequisites

- WooCommerce Subscriptions comes on top/ as an add-on to the WooCommerce Plugin for Single Payments. For this purpose, you first need to install it.
- The next step is making sure the acquirer you are using in conjunction with our gateway services supports card-on-file/ recurring payments. You can find this information here.
- Further on, to use subscriptions, you'll need a WooCommerce Subscriptions plugin.
- A token scope needs to be generated and assigned to your merchant site organization that Verifone created for your account. To generate and assign a token scope to your Merchant site, the user needs to be set at the parent level (Merchant company). To then be able to process subscription payments, you need a second user, attached to the Merchant site - the ID of this user is the one you should be configuring in the plugin.

Setup

Once you have installed WooCommerce Subscriptions plugin you'll need to:

1. Enable subscriptions as shown below.
2. Add the token scope ID.

FAQs

Q: Can we use WooCommerce Subscriptions if we apply another plugin to build our website?

A: To use the WooCommerce Subscriptions add-on, you need to use WordPress for building your website and WooCommerce to accept online payments, as prerequisites.

Q: What fees will I pay to Verifone to use the WooCommerce Subscriptions module?

A: You will need to pay a $199 per year subscription fee to WooCommerce.

Q: Does the Verifone – WooCommerce Subscription plugin work regardless of the acquirer used to process online payments?

A: For this plugin to work, Verifone's integration to the relevant acquirer of your choice needs to support card processing on file/ recurring transactions. You can find the list of acquirers we are integrated with here.

Q: If end customers choose to be billed automatically, do we need to send Verifone renewal payment requests for our customers?

A: After setting up the catalog of your subscription-based offering, the plugin will trigger payment requests to Verifone, without any action needed on your side.

Q: Where will we be able to see reporting on the subscriptions of our customers?

A: Once the subscriptions plugin is enabled, the WooCommerce reporting area will also include extensive reporting on customer subscriptions. You will be able to see a detailed view of each subscription, including customer information, payment schedule, and payment status – and you will also be able to perform actions on each of these. At the same time, Verifone Central will also display a detailed view of each of the payments associated with those subscriptions.

Q: Do subscriptions only work with credit cards? What if we also wish to provide shoppers with the option to use Alternative Payment Methods (APMs)?

A: The Verifone - WooCommerce plugin for subscriptions is configured to detect that there is a subscription present in the cart and will only display card payments as an available payment method. If there's no subscription-based product added to the shopping cart, all available payment methods will be displayed.

Q: How will a customer know that a renewal is coming soon? How will we know that one of our customers canceled their subscription?

A: The plugin comes with a set of new email notifications specific to subscriptions. There are also additional WooCommerce plug-ins handling renewal reminders and other event notifications. These extra plugins handling email notifications do not need integration into our Verifone platform and can be used right away.