

Customer-Side Subscription Cancellation Flow

A clear walkthrough of the customer cancellation journey, including subscription review, service-visit handling, settlement, invoices, payment confirmation, and final completion.

1. Review the Subscription Before Cancellation

The cancellation journey begins with a summary of the customer, subscription plan, billing details, completed service visits, and the amount that will be refunded or settled. This gives the customer a clear view of the account before confirming cancellation.



Evergreen Farms

3795 Drew Road, Cumming, GA 30040

Phone: +16785050343

Email: contact_evergreenfarmsusa@yopmail.com

Customer Information

Name: Bindu

Email: bindusree0274@gmail.com

Phone: 6304064643

Service Address: Washington Road, East Point, GA, 30344, United States

Contract ID: SSUB-00024

Subscription Plan Details

Plan Name: Lawn Mowing Service Subscription

Service: Lawn Mowing Service

Billing Frequency: Monthly

Recurring Rate: \$142.13

Start Date: Sep 8, 2026

Status: ACTIVE

 Financial Settlement Breakdown

Settlement Item	Quantity / Calculation	Amount
Total Payments Received	Sum of successful billing cycles	\$142.13
Completed Service Visits Cost	1 visits × \$74.16/visit	\$74.16
✓ Net Refund Amount Owed to Customer		\$67.97

* You have paid more than the cost of completed visits. A refund of \$67.97 will be processed back to your original payment method.

2. Review Service Visits and Cancellation Terms

Before cancellation is submitted, the customer can review completed visits, visits requiring verification, and future visits that will be cancelled. The cancellation terms explain how recurring billing, future visits, and any remaining balance will be handled.

Service Visits Schedule

1 Completed

1 Pending Verification

21 Cancelling

Visit #	Description	Scheduled Date	Status
Visit #1 (#j_7601)	Lawn Mowing Service	Sep 16, 2026	Completed
Visit #2 (#j_7602)	Lawn Mowing Service	Sep 22, 2026	Pending Verification
Visit #3 (#j_7603)	Lawn Mowing Service	Oct 2, 2026	Cancelling
Visit #4 (#j_7604)	Lawn Mowing Service	Oct 8, 2026	Cancelling
Visit #5 (#j_7605)	Lawn Mowing Service	Oct 19, 2026	Cancelling

 **Note:** 1 visit(s) scheduled in the past are currently undergoing completion review by our team and will be reconciled on your final statement.

Cancellation Agreement & Terms

Terms of Cancellation:

- **Automatic Termination:** Recurring subscription charges will cease immediately upon cancellation.
- **Visit Cancellation:** All future pending/scheduled visits under this plan will be automatically cancelled.
- **Balance Settlement:** Any outstanding settlement balance will be invoiced to your registered email and must be paid upon receipt.
- **Non-Reactivation:** Cancelled subscriptions cannot be reactivated automatically.

☐ I understand and agree to the cancellation terms & settlement calculation.

Reason for Cancellation

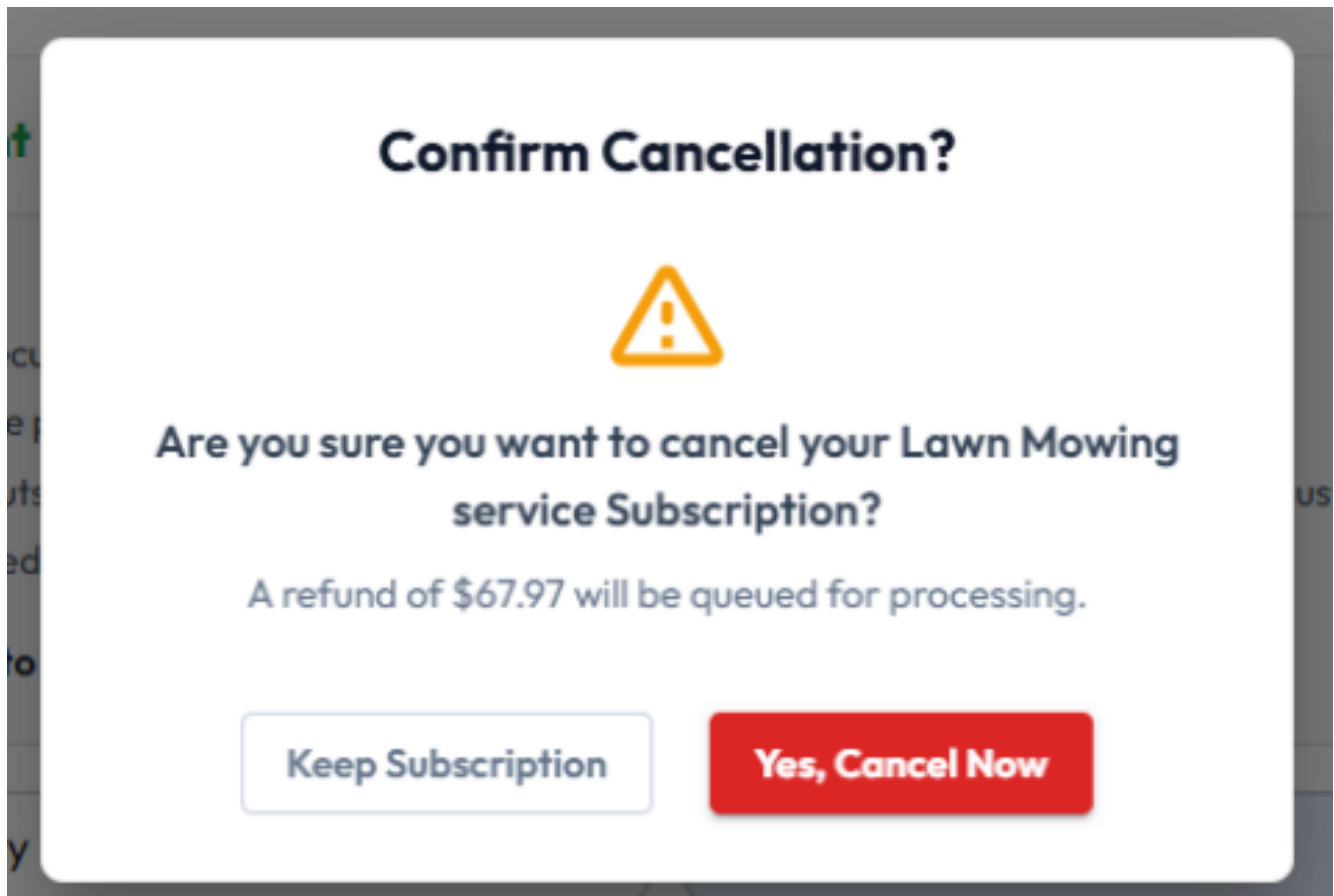
Optional Feedback

← Keep My Subscription

ⓧ Cancel Subscription

3. Confirm the Cancellation

The confirmation step shows the customer the cancellation action and the amount associated with the final settlement. The customer can either keep the subscription or proceed with cancellation.



A confirmation dialog box with a white background and a gray border. At the top, the title "Confirm Cancellation?" is displayed in bold black text. Below the title is a yellow warning triangle icon with a black exclamation mark. The main text asks, "Are you sure you want to cancel your Lawn Mowing service Subscription?" in bold black text. Below this, a smaller line of text states, "A refund of \$67.97 will be queued for processing." At the bottom, there are two buttons: a white button with a gray border labeled "Keep Subscription" and a red button labeled "Yes, Cancel Now".

Confirm Cancellation?



Are you sure you want to cancel your Lawn Mowing service Subscription?

A refund of \$67.97 will be queued for processing.

Keep Subscription **Yes, Cancel Now**

4. Cancellation Confirmation and Final Settlement

After cancellation is confirmed, the subscription status is updated and the latest settlement information is shown. The customer can see whether the account has a refund due or an amount still requiring payment.



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Your subscription has been cancelled successfully.



Subscription Cancelled

This subscription was cancelled on 1/10/2026. All future service visits have been stopped.

Customer Information

Name: Oye

Email: oye@yopmail.com

Phone: (567) 897-3245

Service Address: Samford Park Avenue, Sugar Hill, GA, 30518, US

Contract ID: SSUB-00067

Subscription Plan Details

Plan Name: Lawn Mowing Service Subscription

Service: Lawn Mowing Service

Billing Frequency: Monthly

Recurring Rate: **\$50.56**

Start Date: Oct 1, 2026

Status: **CANCELLED**



Financial Settlement Breakdown

Settlement Item	Quantity / Calculation	Amount
Total Payments Received	Sum of successful billing cycles	\$50.56
Completed Service Visits Cost	7 visits × \$67.41/visit	\$471.87
 Outstanding Settlement Balance Due		\$421.31

* A settlement invoice for **\$421.31** will be automatically issued to **oye@yopmail.com** with an online payment link upon cancellation.

5. Final Settlement Invoice

A final settlement invoice provides a detailed summary of completed visits, amounts already paid, the cost of completed services, and any remaining balance. The customer can use the payment option shown when a balance is due.

Evergreen Farms - Final Settlement Invoice (\$67.41) for LawnMowing service Subscription
Evergreen Farms support <dvrmedical@gmail.com>
Thursday, October 1, 2026 11:39:18 AM
Show pictures
Invoice-I...


Final Settlement Invoice
Subscription Cancellation Notice & Balance Due

Dear Oye,

Your subscription for **Lawn Mowing service Subscription** is being cancelled. Per our service agreement, we have prepared a final reconciliation of all completed field visits and payments processed during your active cycle.

RECONCILIATION DETAILS	
Completed Field Visits	8 of 9 visits
Rate per Visit	\$67.41
Cost for Completed Services	\$539.28
Total Amount Paid to Date	\$471.87
Outstanding Balance	\$67.41
Total Amount Due	\$67.41

Pay \$67.41 Online Now →

Secure payment powered by Stripe. You can pay via Credit Card, Apple Pay, Google Pay, or Bank Transfer.

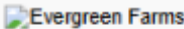
 Your official itemized POS Invoice PDF is attached to this email.

If you have any questions or believe there is a discrepancy with your completed visits, please reply directly to this email or contact our support team.

6. Payment Confirmation

Once the settlement payment is completed, the customer receives a payment confirmation showing the transaction details and confirming that the payment has been received.

Evergreen Farms - Payment Received - Invoice #I_6125
 Evergreen Farms support <dvrmedical@gmail.com>
 Thursday, October 1, 2026 11:41:06 AM
 Show pictures
 Invoice_I_...


Payment Received Successfully
Thank you for your payment! Your transaction has been processed and applied to your account.

Transaction Summary

Customer:	Oye
Invoice ID:	I_6125
Payment Method:	Credit Card (Online)
Amount Paid(\$):	67.41

A copy of this receipt has been saved to your account. If you have any questions, simply reply to this email or contact us at +16785050343.

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www.evergreenfarmsusa.com

7. Automatic Handling of Future Service Visits

Future scheduled visits associated with the cancelled subscription are automatically removed from the active schedule. Technician schedules are also cleared so cancelled accounts are not visited accidentally. Previously scheduled visits that were not completed can be reviewed before the final settlement is completed.

Payments

Jobs

Activity History

FILTER:

All Jobs

TOTAL JOBS2

IN PROGRESS0

COMPLETED0

☐	S.NO	JOB TITLE	JOB ID	START DATE	END DATE	AMOUNT	STATUS
☐	1	Test August	J_7824	08/02/2027	08/02/2027	\$96.30	Auto Cancelled
☐	2	Test August	J_7825	08/16/2027	08/16/2027	\$96.30	Auto Cancelled

Payments

Jobs

Activity History

FILTER:

All Jobs

TOTAL JOBS9

IN PROGRESS1

COMPLETED8

☐	S.NO	JOB TITLE	JOB ID	START DATE	END DATE	AMOUNT	STATUS
☒	1	Lawn Mowing Service	J_8077	10/01/2026	10/01/2026	\$67.41	InProgress
☐	2	Lawn Mowing Service	J_8078	10/01/2026	10/01/2026	\$67.41	Completed
☐	3	Lawn Mowing Service	J_8079	10/01/2026	10/01/2026	\$67.41	Completed
☐	4	Lawn Mowing Service	J_8080	10/01/2026	10/01/2026	\$67.41	Completed
☐	5	Lawn Mowing Service	J_8081	10/01/2026	10/01/2026	\$67.41	Completed
☐	6	Lawn Mowing Service	J_8082	10/01/2026	10/01/2026	\$67.41	Completed
☐	7	Lawn Mowing Service	J_8083	10/01/2026	10/01/2026	\$67.41	Completed
☐	8	Lawn Mowing Service	J_8084	10/01/2026	10/01/2026	\$67.41	Completed

CANCELLATION SETTLEMENT

SETTLED

8. Reconciliation of Visits and Billing Records

The settlement process keeps the service-visit information and payment records aligned. The displayed records provide a consolidated view of payments, invoice amounts, taxes, due amounts, and payment status.

Payments	S.No	Quotation Id	Total Amount	Total Paid	Due Amount	Payment Status	Start Date	End Date
▲	1	Q_6997	\$606.72	\$539.28	\$0.00	FullPaid	10/01/2026	10/01/2027
Invoices & Payment Transactions								
#	Invoice Id	Amount	Mode	Check Number	Credit Tax	Status	Date	Actions
1	I_8121	\$50.56	Online	-	\$1.51	FullPaid	10/01/2026 10:58 AM	 
2	I_8124 Settlement	\$421.31	Card	-	\$12.64	FullPaid	10/01/2026 11:02 AM	 
3	I_8125 Settlement	\$67.41	Card	-	\$2.02	FullPaid	10/01/2026 11:10 AM	 

9. Official Invoice and Receipt Records

Customers receive an itemized receipt for the subscription payment or settlement. The receipt provides the account, payment, amount, and billing information needed for their records.



Evergreen Farms USA
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Email: contact@evergreenfarmsusa.com
Phone: +1 (678)505-0343

SUBSCRIPTION RECEIPT
OYE-10/1/2026-I_6125

DATE
10/1/2026

TOTAL
\$67.41

BILLING CYCLE
Monthly

TO
Oye
Samford Park Avenue
Sugar Hill GA 30518
US
oye@yopmail.com
(567) 897-3245

PAYMENT TYPE	AMOUNT (\$)	STATUS	PAYMENT MODE	DATE
Full Payment	\$67.41	pending	online	10/1/2026

Thank you for your business!

Notes:
1. Automatic Recurring Billing: You authorize automatic recurring charges based on your selected billing frequency.

10. If a Completed Visit Is Identified After Cancellation

If a service visit is confirmed after cancellation, the settlement can be updated so that the final invoice reflects the verified completed work. When the updated invoice is issued, the customer receives the latest payment information.

CANCELLATION SETTLEMENT

BALANCE DUE

Completed Jobs	8 of 9 jobs
Amount per Job	\$67.41
Cost for Completed Jobs	\$539.28
Total Amount Paid	\$471.87

Balance Due from Customer

+\$67.41

1 Past Visit Pending Completion Review

There is 1 visit scheduled on or before today not yet marked Completed. If performed, select it in the **Jobs** tab and update to **Completed** using Bulk Edit to automatically reconcile the settlement.

Settled & Paid on Oct 1, 2026

View Receipt / Invoice

INVOICE OUTDATED -- RESEND REQUIRED

Stripe Invoice #I_6124 Sent on Oct 1, 2026 11:01 AM (\$421.33)

View Previous Checkout Link (\$421.33)

Job status changed after invoice was sent: The settlement balance is now \$67.41 (previously invoiced for \$5421.33). The existing Stripe link will only charge the old amount. Please click "Resend Updated Stripe Invoice (\$67.40)" below to generate a new Stripe session and email the updated invoice to the customer.

CANCELLATION SETTLEMENT

BALANCE DUE

Completed Jobs	8 of 9 jobs
Amount per Job	\$67.41
Cost for Completed Jobs	\$539.28
Total Amount Paid	\$471.87

Balance Due from Customer

+\$67.41

1 Past Visit Pending Completion Review

There is 1 visit scheduled on or before today not yet marked Completed. If performed, select it in the **Jobs** tab and update to **Completed** using Bulk Edit to automatically reconcile the settlement.

Settled & Paid on Oct 1, 2026

View Receipt / Invoice

Stripe Invoice #I_6125 Sent on Oct 1, 2026 11:09 AM (2x sent)

View Stripe Checkout Link

Settlement Actions:

Resend Stripe Invoice (\$67.40)

CANCELLATION SETTLEMENT

BALANCE DUE

Completed Jobs	8 of 9 jobs
Amount per Job	\$67.41
Cost for Completed Jobs	\$539.28
Total Amount Paid	\$471.87

Balance Due from Customer

+\$67.41

1 Past Visit Pending Completion Review

There is 1 visit scheduled on or before today not yet marked Completed. If performed, select it in the **Jobs** tab and update to **Completed** using Bulk Edit to automatically reconcile the settlement.

Settled & Paid on Oct 1, 2026

View Receipt / Invoice

Stripe Invoice #I_6125 Sent on Oct 1, 2026 11:09 AM (2x sent)

View Stripe Checkout Link

Settlement Actions:

Resend Stripe Invoice (\$67.40)

11. Completion of the Cancellation Settlement

After the customer completes any outstanding payment, the settlement is marked as paid and the completion time is recorded. This closes the cancellation and settlement process.

CANCEL SETTLEMENT PENDING	679	\$380.92	(Needs Invoice Sent)	09/23/24	SSUB-00039	Bindu	\$69.81	(Needs Invoice Sent)	09/23/24	SSUB-00038	Jubilarthdara	\$192.33	(Needs Invoice Sent)	09/23/24	25
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