

progressdoc

Task 1: Complete Stripe Subscription Webhook Lifecycle (Backend)

tenant company profile added subscription & billing tab

The screenshot displays the 'Tenent Recurring' subscription management page. At the top, the company logo 'IGAL SOLAR ENERGY' is shown alongside the text 'Tenent Recurring', 'Admin', and 'Member since: 10/15/2026'. A green status badge indicates 'Active - POS'. A green 'Edit Profile' button is located in the top right corner. Below the header, a navigation bar includes 'Profile Settings', 'Subscription & Billing' (the active tab), and 'Action History'.

The main content area features a 'POS Plan' section with a 'Manage In Stripe' button. Below this, a table provides key subscription details:

NEXT RENEWAL DATE	BILLING STATUS	BILLING CYCLE	PAYMENT PROTECTION
Nov 15, 2026 Renews on this date	Active Recurring charges enabled	Monthly \$1	7 Days Grace Buffer if renewal fails

Below the table, two sections are visible:

- ACTIVE MODULES & CAPABILITIES:** A grid of six green buttons with checkmarks, representing enabled features: POS Terminal, Landscaping, E-Commerce, Pre-Orders, Regular Orders, and Expenses.
- SUBSCRIPTION LIMITS & QUOTAS:** A grid of six light blue boxes showing limits: MAX USERS (Unlimited), MAX STORES (1), CLOUD STORAGE (10 GB), EMAIL LIMIT (2,000 / mo), SMS LIMIT (500 / mo), and API REQUESTS (Unlimited).

direct stripe hosted link to manage billing

billing.stripe.com/p/session?secret=test_YWNjdF8xU1NacEpRYTJlNURGcWklF9WUmRpTFI5OE98TUJ3Sm1oWEo...

Test mode

New Business partners with Stripe for simplified billing.

[← Return to New Business](#)

Powered by **stripe** | [Terms](#) [Privacy](#)

CURRENT SUBSCRIPTION

[Cancels Jan 4, 2027](#)

[Don't cancel subscription](#)

pos

\$1.00 per month

Charged in INR

Your service will end on January 4, 2027.

Visa **** 4242

PAYMENT METHODS

Visa **** 4242 Expires 12/2035 [Default](#) [×](#)

Visa **** 4242 Expires 12/2034 [...](#)

[+ Add payment method](#)

BILLING INFORMATION

Name d

Email sdfsd sdf@yopmail.com

super admin portal - schedule to cancellation

Zcccx Active

Workspace: nursery/zcccx Database: zcccx_db Created: Oct 15, 2026, 01:35 PM

[Manage Billing](#) [Deactivate Tenant](#)

Subscription cancellation scheduled — access remains active until **Dec 15, 2026, 01:35 PM.** [Resume in Stripe](#)

Subscribed Plan
pos Access ends: Dec 15, 2026, 01:35 PM

Email Usage
0 / 1000 0% utilized

SMS Usage
0 / 500 0% utilized

Users & Stores
1 Users 1 Stores Allowed

Contact & Organization Details

Company Name Zcccx
Contact Person / Username sdfsd sdf
Email Address sdfsd sdf@yopmail.com
Phone Number +14353543534
Website http://pos.localhost:5173/nursery/zcccx
Timezone & Hours America/New_York (09:00 - 18:00)

Company Location & Address

Street Address Samford Park Avenue
City Sugar Hill
State / Province GA
Pincode / ZIP 30518
Country US
Formatted Address Samford Park Avenue, Sugar Hill, GA, 30518, US

Subscribed Plan Features & Module Access

Common Landscaping Pos Ecommerce Field Service Expenses

Subscription Invoices & Billing History

Invoice / Txn ID	Plan & Action	Amount	Date	Status
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tenet company profile - schedule to cancel view



Subscription Cancellation Scheduled

Cancellation was requested on 12/9/2026. Your platform features remain fully active until 12/15/2026. No further automatic charges will occur.

Resume in Stripe

Profile Settings **Subscription & Billing** Action History

POS Plan

Billing Cycle: **Monthly** · Last Payment: \$1 on 10/15/2026

ACCESS ACTIVE UNTIL

Dec 15, 2026

Full access until this date

CANCELLATION REQUESTED

Dec 9, 2026

Auto-renewal has been stopped

LAST PAYMENT

\$1.00

Paid on 10/15/2026

AUTO-RENEWAL

Disabled

No further charges

ACTIVE MODULES & CAPABILITIES

✓ POS Terminal

✓ Landscaping

✓ E-Commerce

✓ Pre-Orders

✓ Regular Orders

✓ Expenses

SUBSCRIPTION LIMITS & QUOTAS

MAX USERS

Unlimited

MAX STORES

1

CLOUD STORAGE

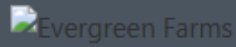
10 GB

zcccx - Subscription cancellation scheduled

Evergreen Farms Support <dvrmedical@gmail.com>

Thursday, October 15, 2026 3:09:00 PM

Show pictures



Evergreen Farms

Subscription cancellation scheduled

Hello zcccx,

We received your request to cancel your **pos** subscription.

Active until: Tue Dec 15 2026

Your account remains fully active with complete access until this date. No further charges will be made.

Changed your mind? You can resume your subscription anytime before Tue Dec 15 2026 directly from your account settings.

If you have questions or need assistance, simply reply to this email.

super admin past due view

1st Login: 10/10/2020 12:33 AM

<

D

Divya

Past Due (5d)

Workspace: nursery/divya

Database: divya_db

Created: Oct 15, 2026, 12:09 PM

↺

Manage Billing

Deactivate Tenant

Payment past due — grace period active until Oct 20, 2026, 06:15 PM (5 days left, suspends soon).

Manage in Stripe

Subscribed Plan

pos

Past Due • Suspends Oct ...

Email Usage

0 / 1000

0% utilized

SMS Usage

0 / 500

0% utilized

Users & Stores

1 Users

1 Stores Allowed

Contact & Organization Details

Company Name

Divya

Contact Person / Username

divya7095

Email Address

divya@yopmail.com

Phone Number

+1 8688112934

Website

http://pos.localhost:5173/nursery/divya

Timezone & Hours

America/New_York (09:00 - 18:00)

Company Location & Address

Street Address

Samford Park Avenue

City

Sugar Hill

State / Province

GA

Pincode / ZIP

30518

Country

United States

Formatted Address

Samford Park Avenue, Sugar Hill, GA, 30518, United States

Subscribed Plan Features & Module Access

Common

Landscaping

Pos

Ecommerce

Field Service

Expenses

tenant company profile past due with action history view

progressdoc

5



Divya

Admin

Member since: 10/15/2026

Past Due (5d grace)

Edit Profile


Recurring Payment Past Due — Grace Period Active

Your renewal payment could not be processed. Grace period is in effect until **10/20/2026** (5 days remaining). Please update your payment method to prevent account lockout.

Update Payment Method 

[Profile Settings](#)
[Subscription & Billing](#)
[Action History](#)

POS Plan

Manage In Stripe 

Billing Cycle: **Monthly** • Last Payment: \$1 on 10/15/2026

PAYMENT DUE DATE Oct 13, 2026 Renewal failed	GRACE PERIOD EXPIRATION Oct 20, 2026 5 days remaining	GRACE WINDOW 7 Days Access permitted during grace	LOCKOUT ACTION Auto-Suspend Locks if unpaid after grace
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ACTIVE MODULES & CAPABILITIES

✓ POS Terminal

✓ Landscaping

✓ E-Commerce

✓ Pre-Orders

✓ Regular Orders

✓ Expenses

SUBSCRIPTION LIMITS & QUOTAS

MAX USERS Unlimited	MAX STORES 1	CLOUD STORAGE 10 GB
EMAIL LIMIT 2,000 / mo	SMS LIMIT 500 / mo	API REQUESTS Unlimited


BILLING & SUBSCRIPTION HISTORY

Renewal Payment Failed Stripe

Invoice payment failed. Grace period active until Tue Oct 20 2026.

\$1.00
10/15/2026, 6:15:22 PM

tenant company subscription suspend status after grace period

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6



Divya

Admin

Member since: 10/15/2026

Suspended

Edit Profile


Account Suspended — Payment Overdue
 Access to operational features has been locked because payment was not completed before the grace period ended (10/15/2026). Please update payment details in Stripe to immediately restore access.

Pay Overdue & Restore Access

[Profile Settings](#)
[Subscription & Billing](#)
[Action History](#)

POS Plan
 Billing Cycle: **Monthly** • Last Payment: \$1 on 10/15/2026

Manage in Stripe

NEXT RENEWAL DATE Oct 8, 2026 Renews on this date	BILLING STATUS Active Recurring charges enabled	BILLING CYCLE Monthly \$1	PAYMENT PROTECTION 7 Days Grace Buffer if renewal fails
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ACTIVE MODULES & CAPABILITIES

✓ POS Terminal

✓ Landscaping

✓ E-Commerce

✓ Pre-Orders

✓ Regular Orders

✓ Expenses

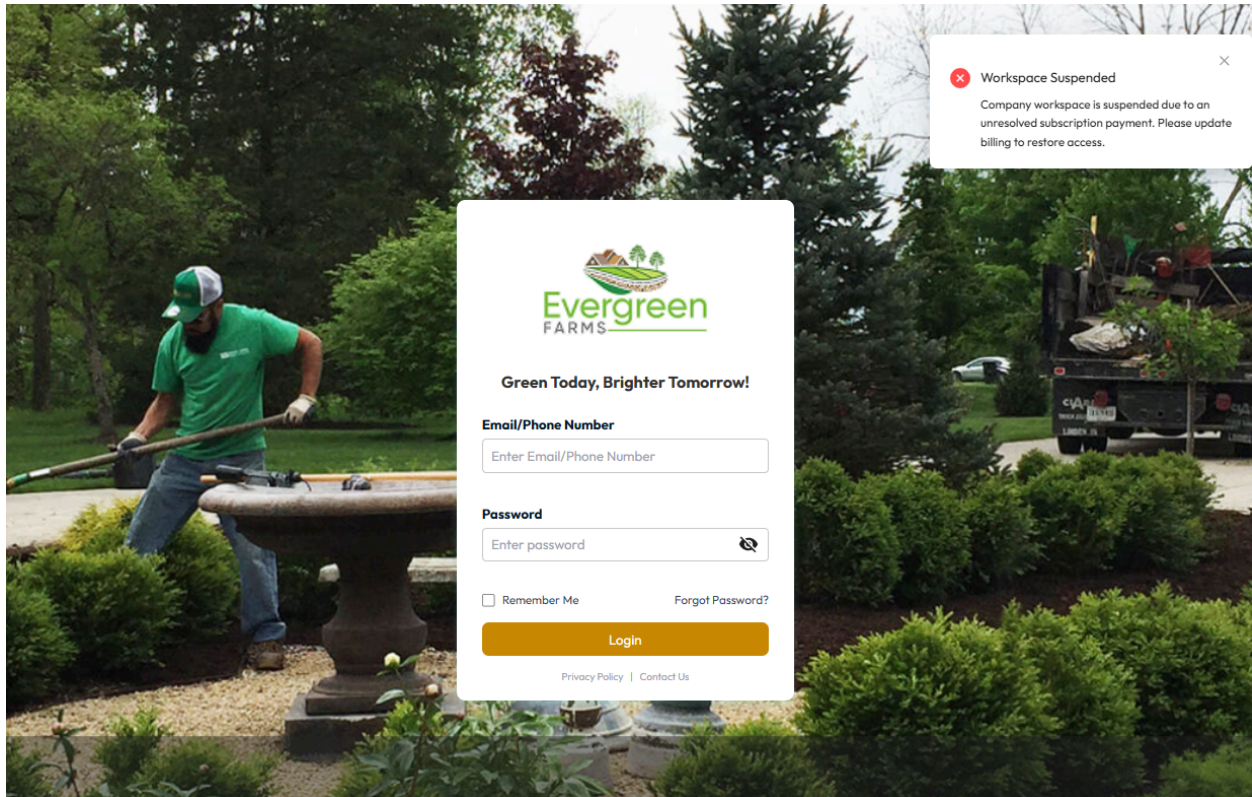
SUBSCRIPTION LIMITS & QUOTAS

MAX USERS Unlimited	MAX STORES 1	CLOUD STORAGE 10 GB
EMAIL LIMIT 2,000 / mo	SMS LIMIT 500 / mo	API REQUESTS Unlimited

BILLING & SUBSCRIPTION HISTORY

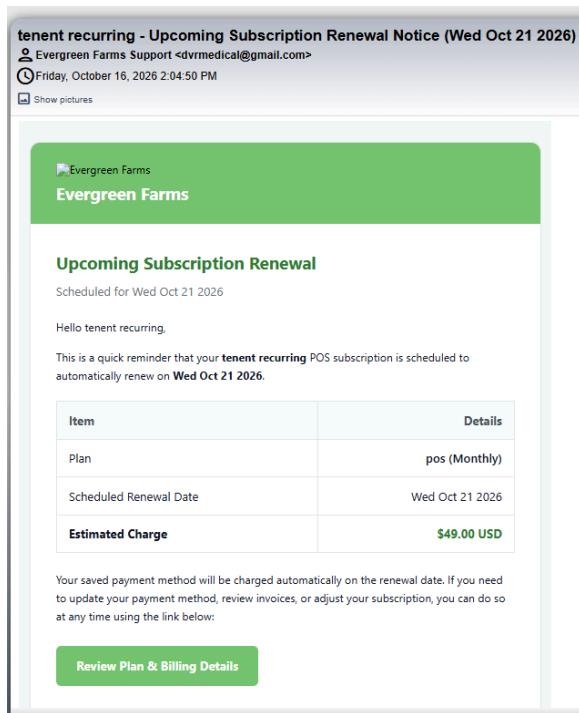
Renewal Payment Failed Stripe Invoice payment failed. Grace period active until Tue Oct 20 2026.	\$1.00 10/15/2026, 6:15:22 PM
Subscription suspended Grace period expired on Thu Oct 15 2026. Operational access suspended.	10/16/2026, 10:38:23 AM

once grace period is ended company tenant converted to suspend status



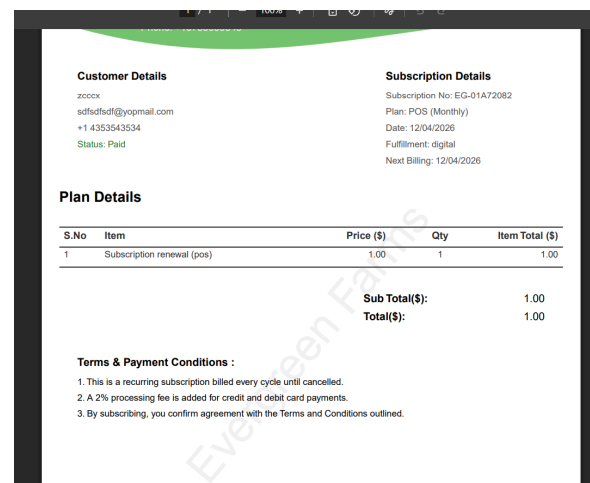
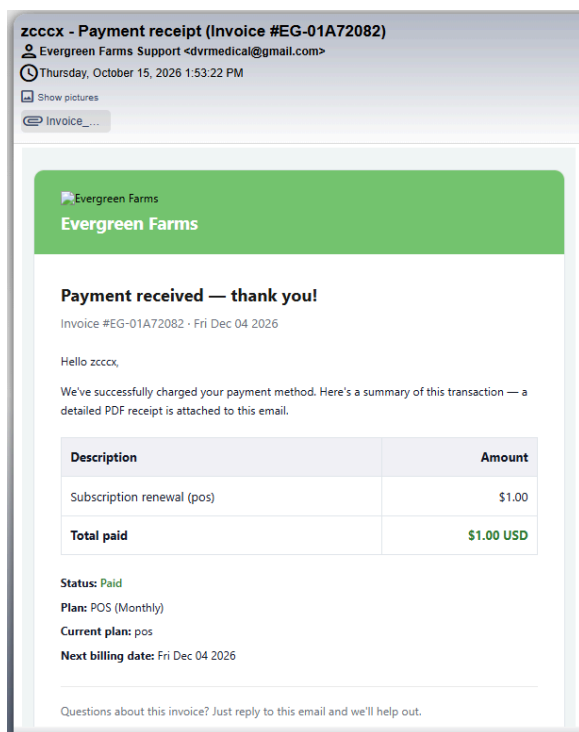
reminder for recurring payment to
tenents

no super admin notification for this

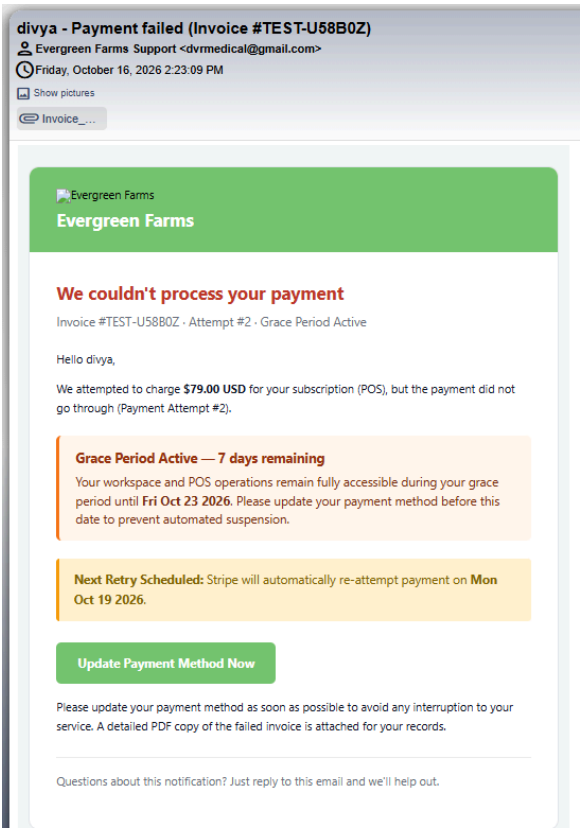


renew email for subscription

renewal receipt

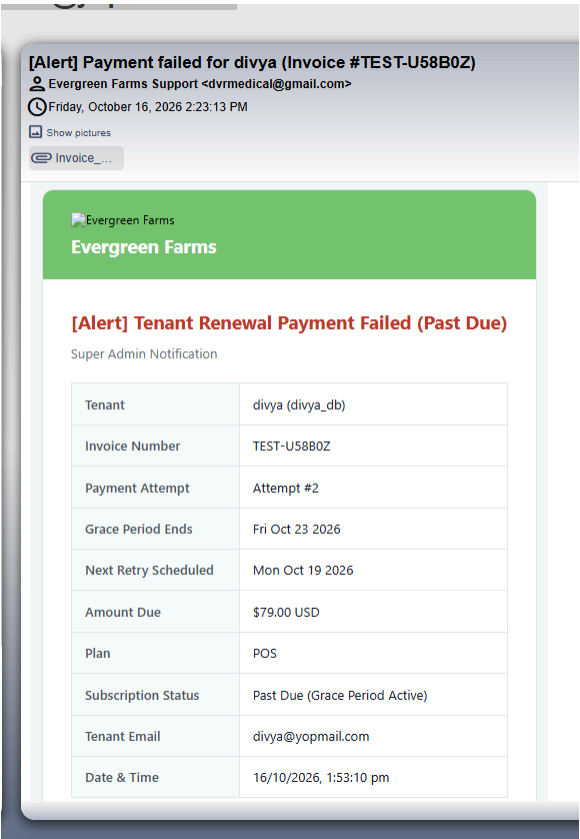


payment failed send to tenant company

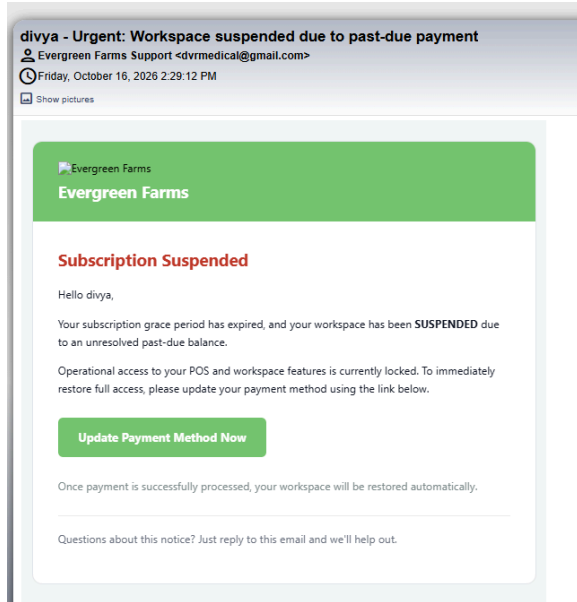


tenant account suspended email to tenant company

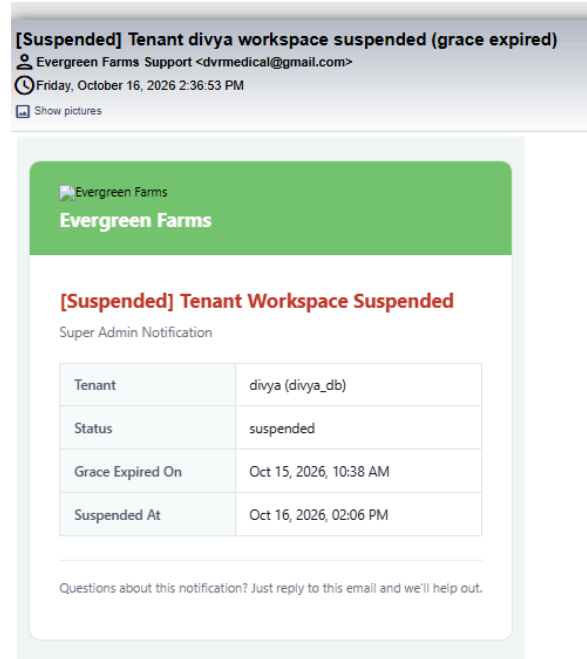
payment failure alert to super admin



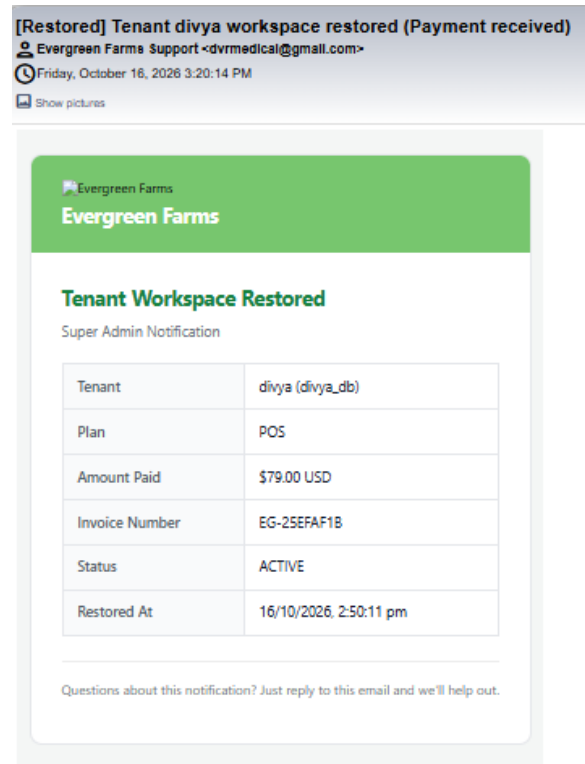
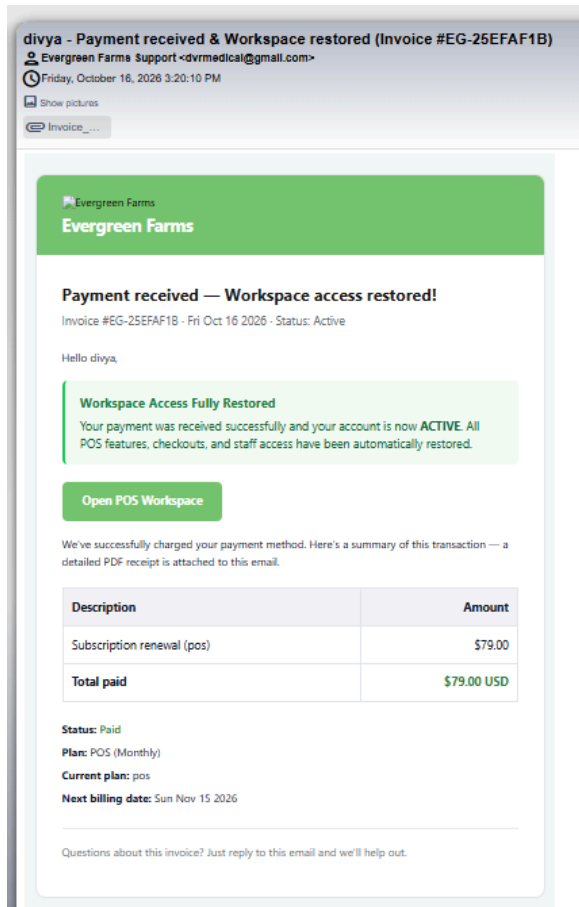
super admin alert about suspended tenant



email to tenant about tenant
workspace restored after past due
payment received from the tenet



email to super admin about tenant
workspace restored after past due
payment received from the tenet



- **A. Superadmin Platform Billing Settings:**

- Global `allowTenantSelfCancellation` toggle (enforced platform-wide).
- Default grace period settings (days).
- Platform support contact details (Email & Phone displayed to tenants when self-cancel is blocked).



Platform & Billing Settings

Centralized platform controls for self-service cancellation policies, grace periods, and support contacts.

Refresh



Tenant Self-Service Cancellation Control

Govern whether tenant store owners can cancel their subscription directly within their in-app billing hub.

☐
Allowed (In-App)
Self-Service

Tenants can click "Cancel Subscription" in their billing hub, complete the exit survey, and schedule cancellation at period end.

☒
Blocked (Contact Support Required)
Protected

Self-service cancellation button is hidden in tenant POS. Tenants see your support email/phone to discuss retention before cancellation.

 **Enterprise Override:** Tenants inherit this central toggle automatically. You can still grant custom overrides on any individual tenant's Company Details page.



Payment Grace Period & Automated Dunning

Configure how many days a tenant remains active after an automated renewal payment fails in Stripe.

Default Grace Period (Days) *

3 Days
7 Days
14 Days
30 Days

During these **3 days**, tenant POS operations and inventory continue without disruption. If payment is still unpaid when the grace period expires, automated dunning suspends store access.



Platform Billing Support Contacts

Displayed to tenants in their in-app billing hub when self-service cancellation is disabled or payment assistance is required.

Support Email Address

Support Phone Number

In Tenant portal if blocked

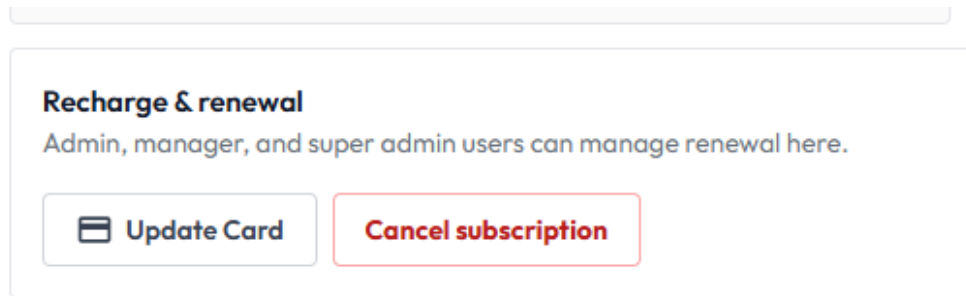
Recharge & renewal

Admin, manager, and super admin users can manage renewal here.


Update Card

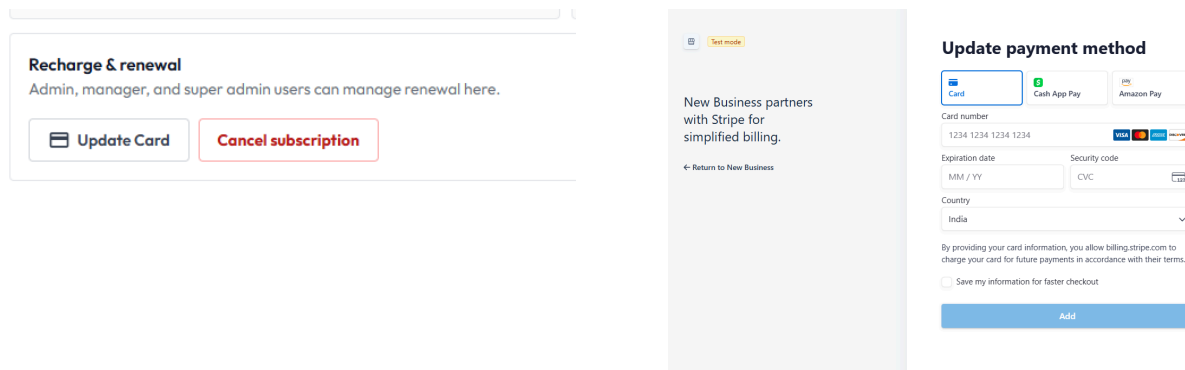
Cancellation managed by support: **contact_evergreenfarmsusa@yopmail.com** · **+16785050343**

In Tenant portal if allowed

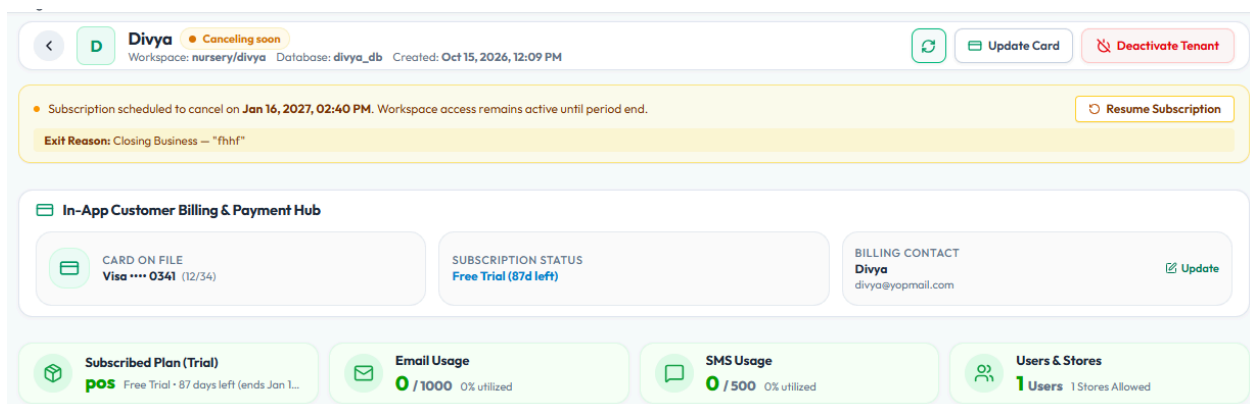


B. Tenant Card Management (Stripe Portal):

- One-click secure Stripe billing portal session to update payment methods without entering card details into the POS directly.



Super admin card management



C. Controlled Subscription Cancellation & Retention:

- In-app exit survey modal capturing cancellation reasons and feedback comments.
- Immediate `cancel_at_period_end` schedule with ability to "Resume Subscription" before expiry.
- Strict UI & API lock: If Superadmin disables self-cancellation, the cancel button is hidden and replaced with support contact info.

The screenshot displays a web application interface. At the top, a header bar includes the user greeting "Hello, Sffd (Admin)", a "ZCCCK" button, and system information: "Store: 10/21/2026 07:00 AM (EDT) | Local: 10/21/2026 04:30 PM (GMT+5:30)" and "Last Login: 10/15/2026 06:40 AM". Navigation icons for calendar, document, POS, and user profile are on the right.

A "Cancel subscription" modal is centered on the screen. It contains the following elements:

- Cancel subscription** (title)
- We are sorry to see you go. Please review your cancellation details below.** (message)
- Full access remains active:** You will keep access to your plan and all features until **12/15/2026** (the end of your current billing cycle). After this date, your subscription will not renew and you won't be billed again. You can resume at any time before then.
- REASON FOR CANCELING** (section header)
- Cost / Pricing** (dropdown menu)
- COMMENTS & FEEDBACK (OPTIONAL)** (section header)
- Please let us know how we could have done better or why you are leaving...** (text input area)
- Keep subscription** (button)
- Confirm cancellation** (button)

Below the modal, a navigation bar shows tabs: Profile, Integrations, E-Commerce, Payments, Customization, Hardwares, History, and **My Plan** (active). Under the "My Plan" tab, a message states: "Your subscription is set to cancel on 12/15/2026. You'll keep full access until then." with a **Resume subscription** button. Below this is an **Overview** section with a dropdown arrow and the text: "Current plan, renewal, status, included features, and upgrade visibility".

once subscription cancelled on immediate by super admin or after the cancellation period end



Green Today, Brighter Tomorrow!

LOGIN TO ZCCCX

**Access Blocked**

Your subscription for zcccx has been canceled. Access has been terminated. Please contact support.

Email

Password



☐ Remember Me [Forgot Password?](#)

Login

SWITCH COMPANY

 zcccx

Active 