

Avoid Automatic Cancellation And Suspension Of Subscription

Summary

Please note that a subscription with price of 0.00 should/does not get canceled or suspended automatically. This article explains how to avoid automatic cancellation and suspension of subscription.

Applies To

MachPanel all versions

Solution

This problem can easily be avoided by taking care when account setup is performed. There are two options:

1. Make sure that while placing the order, price is set to 0.00. Also it is important to ensure that check box with title **Price Freezed** is checked. This way future invoices will be generated similar to the first one.
2. The second option (more often used and recommended) is to set the plan price to 0.00. This will keep every new invoice to 0.00 and therefore stop automatic cancellation and suspension.

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/50143/Avoid-Automatic-Cancellation-And...>