How renewals are charged (and why cron matters)

Subscriptions & Renewals · https://sutraplugins.com/docs/membersutra/renewals-and-cron/

On each renewal date MemberSutra creates a WooCommerce renewal order, applies any renewal discount and tax, charges the customer and extends the membership. If the payment fails, it is retried and the member gets a **Payment Failed / Action Needed** e-mail.

i Good to know: Subscriptions billed by Stripe, PayPal or Razorpay themselves are charged by the gateway on its own schedule; the plugin keeps the membership in sync through webhooks. See Who charges renewals.

Why cron matters

Renewals, reminders, expiry and status checks run as scheduled tasks. WordPress only runs them when someone visits your site, so a quiet site can charge renewals late. For reliable billing, set up a real server cron job.

Set up a server cron job

1. Open **MemberSutra → Tools → Cron Jobs**. It shows when cron last ran and the exact command for your site.
2. In your hosting panel (cPanel, Plesk, hPanel…), add a cron job that runs every 5 minutes with that command.
3. Optionally disable page-load cron by adding `define( 'DISABLE_WP_CRON', true );` to `wp-config.php` – only after the server cron job works.
4. Come back to Cron Jobs: the server cron job shows as seen once it has run.

```
*/5 * * * * wget -q -O - https://example.com/wp-cron.php?doing_wp_cron >/dev/null 2>&1
```

Tip: Use the command shown on the Cron Jobs screen – it already contains your own site address.