Sutra Plugins

Renewals are not being charged

Troubleshooting & FAQ · https://sutraplugins.com/docs/membersutra/renewals-not-charged/

1. Check who charges the subscription: if it says “Charged by Stripe / PayPal / Razorpay”, the gateway bills it and tells your site through webhooks. Check the webhook in the gateway settings – see Who charges renewals.
2. If it says “Charged by this site”, renewals run from scheduled tasks. Open **MemberSutra → Tools → Cron Jobs** and check the last cron run.
3. Low-traffic sites should add a real server cron – the Cron Jobs screen shows the exact command. See Renewals and scheduled tasks.
4. In **MemberSutra → Tools → Scheduled Tasks**, look for late or failed tasks and click **Run Now**.