Sutra Plugins

Move subscriptions from another PayPal plugin

Guides · https://sutraplugins.com/docs/sutrapay-for-paypal/paypal-move-subscriptions/

Switching to SutraPay for PayPal from Payment Plugins for PayPal, WooCommerce PayPal Payments, Angell EYE (PayPal Complete Payments or PayPal Express) or WooCommerce PayPal Checkout? WooCommerce Subscriptions subscriptions can keep renewing with the same saved PayPal method, so customers do not have to sign up again.

Before you start

- Connect SutraPay for PayPal to the **same PayPal account** the other plugin used, and test the connection.
- Make sure saving payment methods works (Saved Payment Methods screen) and subscription renewal billing is on (Subscriptions screen).

Move the subscriptions

1. Open **WooCommerce → SutraPay for PayPal → Subscriptions** and find **Move subscriptions from another PayPal plugin**.
2. Click **Check subscriptions**: it counts the active, on-hold and pending-cancel subscriptions still renewing on each other PayPal plugin.
3. Click **Move them**. Each subscription's saved PayPal method (a vault token or a billing agreement) is checked with PayPal first; when PayPal confirms it for your account, it is saved for the customer and the subscription switches to SutraPay for PayPal, with a note.
4. Subscriptions that cannot be moved are listed with the reason and left exactly as they were. **Check again, including ones not moved before** tries them again later.

A saved method that belongs to a different PayPal account, or that another plugin's PayPal app owns, cannot be charged by your account: those customers need to choose a payment method again, for

example from the subscription's "Change payment" page.