Pawsure autoship changes

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Reader group: Team Pawsure

In a live knowledge base, only signed-in agents on the Pawsure team would see this page. It's public in this demo so you can explore.

Customer wants to	Do this in the CRM	Cutoff
Change frequency	Autoship > Edit schedule	Any time before the order processes
Skip the next order	Autoship > Skip next	48 hours before ship date
Ship now	Autoship > Ship now; the schedule restarts from today	Any time
Add or remove items	Autoship > Edit items	48 hours before ship date
Cancel	Autoship > Cancel; choose a reason	Any time

Autoship customers save 5% on every order. If they cancel, they keep the discount on any order already processing.