

Account Summary and Subscription Recovery Guide

Account | Owners and managers

Use the account summary screen to see why FlintPOS is blocked, verify the tenant details on file, and reopen access through the built-in subscription flow.

What This Guide Helps You Do

- Identify the account states that send staff to the summary page.
- Verify the tenant fields shown on the page before reopening access.
- Use the built-in subscription button instead of chasing a manual billing link.

WHEN FLINTPOS SENDS YOU HERE

FlintPOS redirects expired and cancelled accounts to Account Summary instead of leaving staff in the normal POS screens. Trial accounts can still work, but they also show the trial banner with the same Buy Subscription action.

WHAT TO REVIEW ON THE PAGE

- 1 Read the account status first**
The page shows the tenant status and plan so you can tell whether the store is expired, cancelled, or still inside an active billing period.
- 2 Verify the business details**
Check Business, Owner, and Email before buying or renewing anything. If the wrong tenant is open, stop there.
- 3 Check price and timeline fields**
Monthly Price, Trial Start, Signed Up, and Current Period End show what the store should pay and whether it is still in trial, already expired, or past the paid period.

HOW THE SUBSCRIPTION BUTTON WORKS

Buy Subscription calls FlintPOS's billing checkout route and opens the tenant-specific Stripe checkout URL in the browser. If Stripe is not configured, FlintPOS falls back to the default subscription link. If no usable link exists, the page warns that the subscription link is not configured yet.

**Owner task**

Treat this as an owner or manager step. Do not leave counter staff guessing about billing or clicking through the wrong tenant.

WHAT TO DO NEXT

- Complete the subscription or renewal flow from the opened billing page.
- If access is still blocked afterward, sign out and back in so the tenant status refreshes cleanly.
- If the business should not renew yet, use Log Out instead of leaving the blocked account open on a shared register.

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