

Subscription & Billing

User Guide

Understand plan options, start your free trial, manage team seats, and handle billing — all through the bot.

Quick Reference

Command: /subscribe

Access: All users

Trial: 7-day free trial at Squad level (10 seats)

Billing: Managed via Creem payment platform

Contents

1. Getting Started
2. Plan Options
3. Free Trial
4. Team Plans
5. Billing Management
6. Quick Reference

1. Getting Started

ArklyTech is a subscription-based platform. All features — AI support, photo detection, estimator, inventory, scheduling, messaging, and more — are included in every plan. Start with a 7-day free trial to see everything in action.

Type `/subscribe` to view available plans and start your subscription.

Tip: Not sure if ArklyTech is right for your team? Start with the 7-day free trial — no credit card required. You get full access to every feature.

2. Plan Options

Choose the plan that fits your team size:

| | |
|------------------------------|--|
| Solo (1 seat) | For independent techs — full access for one person |
| Team (5 seats) | Small crew — share one subscription across 5 techs |
| Squad (10 seats) | Mid-size team with manager dashboard access |
| Division (20 seats) | Large team with full portal and analytics |
| Enterprise (40 seats) | Multi-crew operations with complete visibility |

All plans include every feature — the only difference is the number of seats. Annual plans are billed at 11 months (one month free).

Note: Founding members who subscribe before the cutoff date receive special pricing and a personalized welcome message. Check `/subscribe` for current offers.

3. Free Trial

Every new user can start a 7-day free trial:

- Type /subscribe and select "Start free trial"
- You get Squad-level access (10 seats) for 7 days
- No credit card required to start the trial
- Full access to every feature including AI, estimator, and inventory
- At the end of 7 days, choose a plan to continue using ArklyTech

During the trial, invite your team members using /invite so they can try it too. Their access is tied to your trial period.

4. Team Plans

Team plans let you share your subscription with your crew:

- The plan owner pays for all seats — team members pay nothing
- Use /invite to generate invite links for your techs
- Each tech gets full access to all paid features
- The owner sees team activity in the Manager Portal
- If the owner cancels, all team members lose paid access

Need more seats? Upgrade to a larger plan at any time. Existing team members stay active — no re-inviting needed.

Tip: Plan owners can set feature toggles per team member in the Portal. If a tech only needs device lookup and AI support, disable Estimator and Inventory to keep things simple for them.

5. Billing Management

Billing is handled through the Creem payment platform:

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|----------------------------|--|
| Payment methods | Credit card, debit card via Creem checkout |
| Billing cycle | Monthly or annual (11 months = 1 month free) |
| Manage subscription | Type /subscribe to view status and manage |
| Cancel | Type /cancelplan — takes effect at end of billing period |
| Upgrade/downgrade | Change plans at any time via /subscribe |

Cancellations take effect at the end of your current billing period. You keep full access until then. Team members are removed when the plan expires.

Note: If your payment fails, you'll receive a notification. The system retries automatically. If payment is not resolved within the grace period, access reverts to the free tier.

6. Quick Reference

| | |
|---------------------------|--|
| View plans | Type /subscribe |
| Start free trial | /subscribe > Start free trial |
| Invite team member | Type /invite |
| Cancel plan | Type /cancelplan |
| Billing status | /subscribe shows current plan and renewal date |