

Dunning Integration Setup

~10 min
one-time

Two things we need from your Stay AI account to launch failed-payment recovery over iMessage.

1 Create & share a Stay AI API key

Brand → Tailored

WHERE

Stay AI > Settings > API Keys > New API Key

FIELDS TO FILL

•Name

Tailored

•Description

iMessage dunning & subscription recovery

•Email

your team's API admin email

•Scopes

select the four below

SCOPES TO ENABLE

Read Subscriptions

Read Webhooks

Update Webhooks

Delete Webhooks

LEAVE OFF

All

Update Subscriptions

Delete Subscriptions

Read Orders

Read Selling Plan Groups

Least privilege by design.

We only read subscription state and manage our own webhooks. We never need order data, and we never modify or cancel subscriptions — the customer does that inside your Stay AI flow.

2 Generate an Update Payment Quick Action link

Brand → Tailored

SETTINGS

•URL Type

Update Payment

•Platform

Custom

•Target

Subscription

Internal URL Info

URL Type
Update Payment

URL Output

Platform
Custom

Klaviyo

Postscript Automation

Attentive Journey

Stay AI Email Link

Custom

https://1906.shop/apps/retexion?plan=update-payment&

Copy URL to Clipboard

Please verify the Update Payment URL yourself before sharing.

URL Type
Update Payment

URL Output

Platform
Custom

Target
Subscription

Subscription

Customer

your custom platform to generate an email value.

custom platform to generate a subscription id value.

variable used by your

URL

https://www.holistapet.com/apps/retexion?plan=update-payment&

Copy URL to Clipboard

Please verify the Update Payment URL yourself before sharing.

Platform → Custom.

Not Klaviyo / Postscript / Attentive / Stay AI Email — those bake in platform-specific merge tags we can't populate.

Target → Subscription.

Sends the customer straight to the failed subscription rather than a full account page.

ENTER THESE EXACT PLACEHOLDER VALUES

Email variable field

email

Subscription ID variable field

subscriptionid

Type them literally — no braces, no merge tags. Stay AI will output a URL ending in ?plan=update-payment&email=email&subscriptionid=subscriptionid. Tailored swaps in the real customer values at send time. Hit Copy URL to Clipboard and send us the full string.

WHAT HAPPENS ONCE IT'S LIVE

