

## Introduction to Billing

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OnceHub products can be purchased with a monthly or annual subscription, which is always billed in advance.

### Accessing the Billing section

Sign in to your OnceHub Account. In the lefthand sidebar, select **Billing**. You must be an [Administrator](#) to initiate any OnceHub transactions.

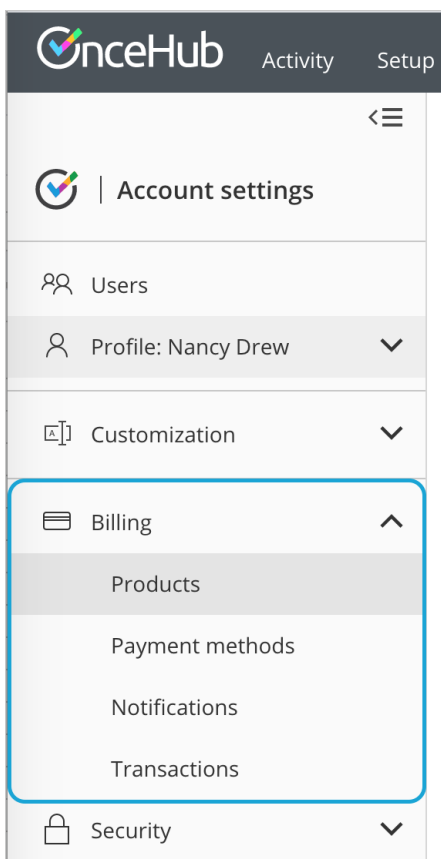


Figure 1: Billing section

### Purchasing your first OnceHub product

OnceHub products can be purchased with a monthly or annual subscription. When you purchase a product for the first time, you are immediately billed in advance for the first billing cycle.

- **Monthly subscription:** On each monthly billing date, you'll be charged for the upcoming month's subscription, based on the exact number of User licenses in your account.
- **Annual subscription:** On each annual billing date, you'll be charged for the upcoming year's subscription, based on the exact number of User licenses in your account.

[Learn more about purchasing your first OnceHub product](#)

## Adding User licenses

You can add User licenses at any time. When you add User licenses, you can determine which Users should be [assigned licenses](#) in your account.

[Does my User need an assigned product license?](#)

When you add User licenses during your billing cycle, you'll pay a prorated adjustment for them.

### Adding User licenses to a Monthly subscription

When you add User licenses to a monthly subscription, you'll only pay for them on your next billing date.

On your next billing date, you'll pay:

- A prorated adjustment for the User licenses added during the current billing cycle.
- The full amount for the total number of User licenses in your account for the upcoming month.

[Learn more about adding User licenses on a monthly billing cycle](#)

### Adding User licenses to an Annual subscription

When you add User licenses to an annual subscription, you'll immediately pay a prorated adjustment for them. On the next billing date, you'll pay:

- The full amount for the total number of User licenses in your account for the upcoming year.

[Learn more about adding User licenses on an annual billing cycle](#)

## Removing User licenses

You can remove User licenses at any time. When you remove User licenses, they are still available for use in the application until the end of your current billing cycle. This is because you've already paid for all of your User licenses in advance at the beginning of the current billing cycle.

[Learn more about removing User licenses](#)

## SMS Pricing and purchasing SMS credits

SMS notifications are purchased in packages of credits. You pay for SMS credits when you purchase them. Once you've purchased SMS credits, they are immediately available for use by every User with a ScheduleOnce User License. SMS credits are deducted per SMS notification sent.

[Learn more about SMS pricing and purchasing SMS credits](#)

## Tracking SMS usage

You can track SMS notifications sent through your account in the [SMS log](#). The SMS log records can be filtered by date range or phone number. The SMS log records can also be exported as an Excel spreadsheet.

[Learn more about tracking SMS usage](#)

## Managing payment methods

The Billing section stores your primary payment method and additional payment methods.

- OnceHub supports debit cards, credit cards, and PayPal.
- The primary payment method is automatically used for all your transactions.
- You can also store additional payment methods in your account. These are not automatically used for any payments. Storing additional payment methods allows you to conveniently switch payment methods when you make a purchase.

[Learn more about managing payment methods](#)

## Paying via credit or debit card

OnceHub supports all major credit cards and debit cards. Supported cards include Visa, Mastercard, American Express, Discover, and JCB. You can add or remove payment methods at any time. You can also change the primary payment method as needed.

[Learn more about Paying via credit or debit card](#)

## Paying via PayPal

The PayPal Billing Agreement is an agreement between you and OnceHub which allows OnceHub to automatically charge your PayPal account for purchases made in your OnceHub Account.

When you cancel a Billing Agreement, OnceHub will no longer be able to charge this payment method.

[Learn more about Paying via PayPal](#)

## Billing notifications

OnceHub provides billing notifications that cover key events throughout the billing lifecycle. Any User in your account can receive billing notifications. OnceHub Administrators have complete control over which billing notifications are sent and who receives them.

[Learn more about Billing notifications](#)

## Transactions and invoicing

To keep track of your OnceHub Account's paid and pending transactions, OnceHub allows you to download invoices. You can also edit the buyer details on an invoice.

[Learn more about transactions and invoicing](#)

## Recovering from a failed recurring payment

You are charged a recurring monthly or yearly fee for your OnceHub product subscription, which is always billed in advance. If we are unable to process your payment at the start of your billing cycle, you will immediately receive an email notification and be given 7 days to update your payment method.

[Learn more about Recovering from a failed recurring payment](#)

## ScheduleOnce Payment integration transaction fee invoice

The Payment integration and transaction fee invoice includes all Payment integration transaction fees incurred by your OnceHub Account for one month.

[Learn more about ScheduleOnce Payment integration transaction fee invoice](#)

## Refund policy

We will send you an advance billing notification one week before your next scheduled payment. This will give you a chance to end your subscription before your next billing cycle. You can cancel any time you wish. If you miss this notification and still wish to end your subscription, please let us know. We will be happy to provide a refund to any recently renewed account, no questions asked.

[Learn more about our Refund policy](#)

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